



Residential Warranty Guide

**Rigid Luxury Vinyl
Flooring**



RESILIENT DESIGN

		WARRANTIES			
		Manufacturing Defects Warranty	Waterproof Warranty	Household Stain Resistant Warranty	Wear Resistance Warranty
Urbane	Click	●	●	●	●

Warranties Defined

IVC US, Inc. (IVC) warrants as follows for the useful life of its rigid luxury vinyl flooring when installed in accordance with IVC written installation instructions over approved substrates and underlayments and using the recommended adhesives (if applicable) with proper care and maintenance under normal residential use.*

Manufacturing Defects Warranty ensures that your floor will be free of manufacturing defects.

Waterproof Warranty ensures that your floor will not permanently discolor from topical water or moisture.**

Household Stain Resistant Warranty ensures that your floor will not permanently stain from common household products, excluding permanent marker, permanent dyes & finishing stains.

Wear Resistance Warranty ensures your floor will not wear through the wear layer under normal household conditions and proper maintenance.***

* "Normal residential use" is defined as use in living space environments (which do not have light or heavy commercial traffic) including all areas of owner-occupied residence, including common daily activities in the home, but excludes pet damage such as chewing, digging, clawing, etc.

** Waterproof warranty applies to the rigid luxury vinyl flooring product itself and does not extend to damage of the subfloor or adhesives; and refers to topical moisture or topical water exposure. It does not cover moisture or water coming from below/underneath the product, and does not cover flooding or intentional damage or misuse.

*** Wear-through is defined as complete loss of the wear layer so that the printed pattern or design is altered. Gloss reduction is not considered wear and is not covered by this warranty.

These warranties only extend to the original end user and are not transferable.

In order to maintain and protect your coverage under the terms of these warranties, it is your obligation to adhere to the following:

1. Know which warranties apply to your particular rigid luxury vinyl flooring.
2. Keep proof of your purchase in the form of a bill, invoice or statement from your IVC retailer that shows the date and price you paid for the rigid luxury vinyl flooring (including labor).
3. Understand that IVC warrants the first quality products for residential use only.
4. The warranty period, when valid, begins on the date of the original installation.
5. Use IVC recommended adhesive when installing rigid luxury vinyl flooring for glue down applications: IVC iGrip for Luxury Vinyl Tile & Plank adhesive.



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6. Ensure rigid luxury vinyl flooring is installed in an environment that maintains a temperature range of 55° to 95° Fahrenheit (13° and 35°C) during and after installation.

IVC rigid luxury vinyl flooring residential click products are warranted to be used in 3 season room installations. For this application, the flooring, adhesive (if applicable) and the environment it is to be installed in must have a set time of 72 hours and must maintain a temperature range between 55° and 95° Fahrenheit (13° and 35° Celsius) before, during and after installation.

NOTE: 3 season rooms must be enclosed with no exposure to the elements or direct sunlight. If the 3 season room does not meet these requirements the warranty will be void.

7. Inspect flooring material prior to installation for any imperfections or manufacturing related defects. IVC floorings receive extensive testing and visual examination in an attempt to assure your shipped floor is always first quality. It is the responsibility of the installer/end user to confirm the received material is free of any obvious visible conditions that may be detrimental to the appearance and/or performance of the product.

Minor color, shade and/or texture variations are normal. Any variances between actual material, product samples and/or brochures should be addressed with your retailer prior to installation. If the retailer determines the condition “unacceptable,” the manufacturer should be informed immediately.

8. Support furniture with wide, weight-bearing, smooth non-staining floor protectors or non-staining felt pads. The protectors/pads should be at least one inch in diameter, and rest flat on the floor. The heavier the item, the wider the floor protector should be. Non-staining felt pads should be inspected periodically and maintained with respect to the amount of foot traffic to remove imbedded material to avoid abrasion. Make sure any metal protectors are rust-proof. Replace narrow dome furniture rests with the appropriate width, weight-bearing flooring protectors.

Chair mats designed for hard surface floors are required under all chairs and stools with casters.

9. Perform proper cleaning and maintenance regularly and as needed. See IVC written installation, care and maintenance instructions.

What is NOT Covered by this Warranty

1. Product sold by the manufacturer as other than first quality.
2. Improper Installation: Material installed not in accordance with IVC written installation instructions* including any and all problems caused by the use of non-recommended adhesive, underlayment and/or preparation of the substrate are not warranted.
3. Damage associated with additional underlays installed under attached backing. IVC does not warrant the use of additional padding.
4. IVC will not pay for labor costs to repair or replace material with visible conditions that were apparent before installation. Always inspect and install material in a well-lit environment.
5. Improper maintenance.
6. Damage resulting from neglect or misuse of strong detergents, chemicals, corrosives; including but not limited to stains from paints, dyes, mats, fertilizers or other similar materials.
7. Damage caused by moving appliances or heavy furniture without protecting the floor. (Always protect floor by using plywood or hard board runways when moving heavy objects and also when using an appliance dolly, heavy objects equipped with wheels or rollers, including two and four wheel carts etc.)
8. Damage resulting from accidents, casualty events, abuse or improper usage (including pet related damage, such as chewing, digging, clawing, etc.). Accidents, abuse and improper usage are defined as, but are not limited to damage caused by: casters** on furniture, rotating beater bars on vacuum cleaners, burns, cuts, impact from heavy and sharp objects, narrow or spike heels, cleats, etc., as well as, damage resulting from unprotected furniture legs.
9. Damage caused by rolling loads or wheel chairs (motorized and non-motorized).
10. Damage caused by appliances or plumbing leaks or floods.
11. Fading, discoloration, or other damage due to excessive temperatures or sunlight. Radiant heat must not exceed 85 °F (29°C) and be approved by the manufacturer for the use of their product with resilient vinyl flooring applications.
12. Problems or damage due to excessive moisture or hydrostatic pressure from the sub-floor including pH levels outside the IVC written installation instructions.



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13. Discoloration caused by use of latex or rubber-backed floor mats. Note that some synthetic backed carpets contain latex in the manufacturing process that may discolor your vinyl. Always use mats marked as “non-staining.”
 14. Damage caused by remodel or construction related activities.
 15. Flooring installed on stairs is excluded from warranty coverage.
 16. Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
 17. Installation of residential product in a commercial environment. IVC recommends installation of commercially warranted product only in a commercial setting.
- * The installation manual is reviewed on a regular basis and floors must be installed according to the recommendations that are current and available at the time of installation.
- ** IVC does not recommend the use of casters on any flooring without appropriate chair pads.

Warranty Remedy

If your IVC floor fails to perform as stated in this warranty guide, IVC will determine whether it will assist in the repair of the defective area or supply new IVC material of the same color, design, or grade if available. If unavailable or discontinued, IVC reserves the right to select and supply similar IVC material. At times it may be necessary to contract Certified Inspector to determine unknown causes. IVC reserves the right to determine if this action is necessary or not.

1. If IVC authorizes repairs or replacement of a section as a result of a warranty claim, you will be required to clear any items placed over the affected area subsequent to the original installation. IVC will not credit or reimburse cost associated with the removal of those items.
2. IVC will reimburse reasonable labor costs (up to 100%) based on a detailed statement if professional installation was paid for when the original floor was installed for years 1 and 2. For years 3 through 5, 50% of reasonable labor costs will be reimbursed if professional installation was paid for when the original floor was installed. After 5 years, there will be no reimbursement for installation labor.
3. Warranty coverage for a replacement floor will be limited to the remaining portion of the original warranty as set forth in the schedule below.

Consequential or Incidental Damages and Disclaimer of Implied Warranties

IVC SHALL NOT BE LIABLE FOR AND WILL NOT PAY CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES OF ANY KIND WHATSOEVER UNDER THIS WARRANTY. Some states do not permit exclusion or limitation of incidental or consequential damages, so the exclusion or limitation may not apply to you. The limited warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Except for these rights, the remedies provided under these warranties state the entire limit of IVC responsibilities.

ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE—INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE—ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED. By implied warranties we mean ones that the law presumes to have been given by the seller even though they are not set out in writing. **PLEASE NOTE:** Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you



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Residential Limited Warranty Proration

The following prorated schedule applies to material value for all IVC residential flooring warranties:

Labor Reimbursement Proration (Reasonable Labor Costs)

1st Year up to 100%
2nd Year up to 100%
3rd Year up to 50%

4th Year up to 50%
5th Year up to 50%
6th + Year 0%

Material Proration



1st Year 100%, 2nd Year 100%,
3rd Year 100%, 4th Year 100%,
5th Year 100%, 6th Year 90%
7th Year 90%, 8th Year 90%

9th Year 90%, 10th Year 80%,
11th Year 70%, 12th Year 60%,
13th Year 40%, 14th Year 20%
15th + Year 10%

How to File a Claim

If you find a defect or other matter covered by any of the limited warranties described above, promptly notify the retailer who sold you the floor covering material. The retailer will review, and if necessary file a claim with IVC as well as help you answer any questions you may have.

After a warranty claim is properly filed, IVC's service coordinator will designate a representative to evaluate the warranty claim. This warranty is conditioned upon your reasonable cooperation with IVC and its service coordinator and representative in the evaluation of your warranty claim and the implementation of any remedy.