



Commercial Warranty Guide

**Rigid Luxury Vinyl
Flooring**



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Warranties Defined

Warranties as defined below ensure that your IVC floor will perform properly for the stated warranty period when installed in accordance with IVC Residential LVT Click or IVC Residential LVT Glue Down Installation Guide over approved substrates and underlayments, including the recommended adhesives if applicable, with proper care and maintenance under normal household use*.

Manufacturing Defects Warranty IVC warrants for a period of 15 years 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 Resistance Warranty ensures that your floor will not permanently stain from common household products, excluding permanent marker, permanent dyes and finishing stains.

Wear Resistance Warranty IVC warrants for a period of 15 years that the flooring will not wear through the wear layer. 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 extend only to the original end user and are not transferable.

To maintain and protect your coverage under the terms of these warranties, it is the owner's obligation to adhere to the following.

- Know which warranties apply to your IVC RIGID luxury vinyl flooring.
- Keep proof of purchase in the form of a bill, invoice or statement from your IVC retailer/contractor that shows the date and price you paid for the RIGID luxury vinyl flooring, including labor.
- IVC warrants only first quality products.
- This warranty only applies to IVC rigid luxury vinyl flooring used only for recommended commercial use such as those outlined in the application chart. The warranty period, when valid, begins on the date of the original installation.
- Commercial use is defined as use in environments that do not experience heavy commercial traffic, as outlined in the application chart below.

Commercial Building Type	Examples of Business Type Commercial Use	Recommended Application
 HEALTHCARE	Med Clinics, Retirement Centers, Doctors' Offices, Hospice, Assisted Living	All Non-required "Clean Room" Areas - Corridors, Patient Rooms, Lobby, Waiting Rooms, Cafeterias, Exam Rooms, Common Areas
 CORPORATE	Professional Offices (i.e. accountants, lawyers, etc.), Banks	Offices, Hallways, Lobby, Reception Areas, Bathrooms, Break Rooms, Conference Rooms
 RETAIL	Main street, Boutiques, Retail Store, Art Galleries, Bookstores, Coffee Shops, Dry Cleaners, Gift Shops, Jewelry Stores, Beauty Salons, Barber Shops	Dressing Rooms, Entire Store
 MULTI-FAMILY HOUSING	Apartments, Condos, Military Housing	Any Room in these segments will be suitable, including common areas.
 HOSPITALITY	Hotel, Motel, Restaurants	Guest Rooms, Lobby, Hallways (excluding commercial kitchens)
 EDUCATION	Daycare, Pre School, Elementary and Secondary Learning, Universities, Libraries	Dorms, Common Areas, Cafeterias, Class Rooms, Auditoriums, Libraries (excluding gymnasiums)



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NOTE: Warranty exclusions apply with respect to caster chairs and rolling loads. For frequent or heavy rolling conditions, click products can be glued down to help reduce the risk of joint separation. However, these warranties exclude any problems associated with rolling loads. Industrial applications do not qualify for warranty coverage.

- IVC RIGID luxury vinyl flooring commercial click products are warranted to be used in indoor environments with ambient temperatures ranging between 0°F and 120°F (-18 °C and 49°C). The extreme ranges from 0°F to 55°F and 95°F to 120°F apply to unoccupied environments only. Occupied areas as well as the installation should be controlled between 55°F and 95°F (13°C and 35°C). For this application, the flooring and the environment where it will be installed must have a set time of 72 hours and must maintain a temperature range between 55°F and 95°F (13°C and 35°C) before, during and after installation.
- Inspect flooring material prior to installation for any imperfections or manufacturing related defects. IVC floorings receive extensive testing and visual examination to ensure 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 the manufacturer prior to installation.
- Support furniture with wide, weight-bearing, smooth, non-staining plastic floor protectors or non-staining felt pads. The protectors/pads should be at least 1 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.
- Perform proper cleaning and maintenance regularly and as needed. See IVC RIGID Luxury Vinyl Flooring Installation, Care & Maintenance Guide–Commercial for details.

What is NOT Covered by this Warranty

1. Product sold by the manufacturer as other than first quality.
2. Flooring not installed in accordance with IVC RIGID Luxury Vinyl Flooring Installation, Care & Maintenance Guide–Commercial, including all problems caused by the use of non-recommended adhesive, underlayment and/or preparation of the substrate, are not warranted.* Installing four tile/plank corners together is not recommended for click products and therefore will not be warranted. Installation errors are not manufacturing related conditions. IVC does not warrant installer workmanship.
3. IVC will not pay for labor costs to repair or replace material with visible conditions that were apparent before installation.
4. Improper maintenance.
5. Damage resulting from neglect or misuse of strong detergents, chemicals, corrosives, including but not limited to stains from paints, dyes, mats, fertilizers or similar materials.
6. Damage caused by moving appliances or heavy furniture without protecting the floor. Always protect floor with plywood or hard board runways when moving heavy objects and when rolling an appliance dolly or heavy objects equipped with wheels or rollers, including two- and four-wheeled carts, etc.8. Damage caused by rolling loads or wheel chairs motorized and non-motorized.
7. 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 spiked heels, cleats, etc., as well as damage resulting from unprotected furniture legs.
8. Damage caused by rolling loads or wheel chairs motorized and non-motorized.
9. Damage caused by appliance or plumbing leaks.
10. Fading, discoloration, or other damage due to excessive temperatures or sunlight. Radiant heat must not exceed 85°F (29° C) and must be approved by the manufacturer for use with resilient vinyl flooring.
11. Problems or damage due to excessive moisture or hydrostatic pressure from the subfloor, including pH levels outside the IVC RIGID Luxury Vinyl Flooring Installation, Care & Maintenance Guide–Commercial.



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12. Discoloration caused by the use of latex or rubber backed floor mats. Note that some synthetic backed carpets contain latex in the manufacturing process that may discolor vinyl flooring. Always use mats marked as non-staining.
13. Damage caused by remodel or construction related activities.
14. Discoloration caused by wheeled traffic.
15. Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
16. Flooring installed on stairs.

* *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 RIGID luxury vinyl floor fails to perform as stated in the applicable RIGID Luxury Vinyl Flooring Commercial Limited Warranty, 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 a certified inspector to determine unknown causes; IVC reserves the right to determine whether or not this action is necessary.

1. If IVC authorizes repairs or replacement of a section due to a warranty claim, you will be required to clear any items placed over the affected area after the original installation. IVC will not credit or reimburse cost associated with the removal of those items.
2. For repairs or replacements within 2 years of the original installation, IVC will reimburse reasonable labor costs up to 100% if professional installation was paid for when the original floor was installed. 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 labor.
3. Warranty coverage for a replacement floor will be limited to the remaining portion of the original warranty.

NOTE: If your floor is replaced due to discoloration from bottom-up staining or mold or mildew growth, this is considered a site-related condition and the replacement floor will not be warranted against future discoloration or staining.

Consequential or Incidental Damages

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. Implied warranties are those that the law presumes to have been given by the seller even though they are not set out in writing.

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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IVC Rigid Luxury Vinyl Flooring Commercial Limited Warranty

The following prorated schedule applies to material value for all IVC Commercial warranty flooring:

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 - 10th Year 0%
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Material Proration

	1st Year 100% 2nd Year 100% 3rd Year 100% 4th Year 100% 5th Year 90%		6th Year 70% 7th Year 50% 8th Year 30% 9th Year 15% 10th Year 10%	
	1st Year 100% 2nd Year 100% 3rd Year 100% 4th Year 100% 5th Year 100%	6th Year 100% 7th Year 90% 8th Year 90% 9th Year 90% 10th Year 90%	11th Year 80% 12th Year 70% 13th Year 60% 14th Year 50% 15th Year 40%	

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 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.