



Property Management
Warranty Guide

Sheet Vinyl Flooring



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IVC Property Management Warranty Chart

		WARRANTIES									
		Manufacturing Defects Warranty	Contract & Expansion Resistant	Curl-Crack-Rip-Tear-Gouge Resistant	Moisture Resistant Warranty	Mold & Mildew Resistant Warranty	Scuff Resistant Warranty	Household Stain Resistant Warranty	Yellowing Stain Resistant Warranty	Wear Resistance Warranty	
Project Solutions	Level 10		●	●	●	●	●		●		●
	Level Up		●	●	●	●	●	●	●	●	●
	Level Plus		●	●	●	●	●	●	●	●	●
Work Collection	Champion		●	●	●	●	●	●	●	●	●
	Step-Up		●	●	●	●		●		●	
	Canyon		●	●	●	●	●	●	●	●	●
	Goliath		●	●	●	●	●	●	●	●	●



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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 Property Management Installation Guide over approved substrates and underlayments and using the recommended adhesives and bond/seam sealers with proper care and maintenance.

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

Contract & Expansion Resistant Warranty ensures that your floor will not contract or expand, excluding areas of extreme localized temperature variations.

Curl-Crack-Rip-Tear-Gouge Resistant Warranty ensures that your floor will not curl, crack rip, tear or gouge from normal household use* and proper maintenance.

Moisture Resistant Warranty ensures that your floor will not permanently discolor from moisture.

Mold & Mildew Resistant Warranty ensures that your floor will not be affected by mold, mildew and/or alkaline.****

Scuff Resistant Warranty (on products with a polyurethane lacquer) ensures that your floor will not permanently scuff from shoe soles.

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

Yellowing Stain Resistant Warranty (on products with a polyurethane lacquer) ensures that your floor will not permanently stain or yellow from foot traffic, including asphalt track off*****.

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

*Normal household use is defined as common daily activities in the home, excluding pet damage such as chewing, digging,clawing, etc.

**A floor discolored due to mold or mildew growth will be replaced only one time. If the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of sheet vinyl.

***A floor discolored due to asphalt track off will be replaced only one time. If the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of sheet vinyl.

****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. This document is reviewed on an



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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 the Owner's obligation to adhere to the following:

1. Know which warranties apply to your particular vinyl flooring.
2. Keep proof of your purchase in the form of a bill, invoice or statement from your IVC retailer/builder that shows the date and price you paid for the vinyl flooring (including labor).
3. Understand that IVC warrants the first quality products – which are used only for recommended Property Management use* – will perform properly for the stated warranty period when installed in accordance with **IVC Property Management Installation Guide** over approved substrates and underlayments and using the **recommended adhesives and seam bonds/sealers**. The warranty period, when valid, begins on the date of the original installation.
 - Property Management use is defined as: use in living areas of multi-family housing environments which do not have normal or heavy commercial traffic. Including apartments, condos and military housing. If there is a question as to the type of use that is considered "Property Management," please contact your IVC representative prior to purchase and installation. PLEASE NOTE that Property Management warranty exclusions with respect to caster and rolling loads due to the unusual characteristics of this type of wheel traffic.
4. Use IVC recommended adhesives and seam bonds/sealers when installing vinyl flooring, including **IVC FLEXTECH pressure sensitive adhesive, IVC iGrip Permanent Adhesive for Sheet Vinyl and IVC FLEX-SEAM** premium seam bond. Approved secondary alternatives include: Taylor 2037 and Henry® 650 R adhesives and Taylor 2062 seam sealer.
 - NOTE: If you elect to permanently install your IVC flooring using IVC iGrip permanent adhesive for sheet vinyl as opposed to using pressure sensitive adhesive for a residential, releasable installation, please be advised that labor rates exceeding residential releasable removal and underlayment will not be covered.
 - NEW CONSTRUCTION JOBS, however, must be permanently installed using iGrip Permanent Adhesive for Sheet Vinyl, or a recommended permanent adhesive alternative if iGrip is unavailable.
5. Ensure vinyl flooring is installed in an environment that maintains a temperature range for 24 hours between 65° and 85° Fahrenheit (18° and 29° Celsius) before, during and after installation.
6. 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 materials, 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.
7. Support furniture with wide, weight-bearing, smooth non-staining plastic 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. 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.
8. Perform proper cleaning and maintenance regularly and as needed. See Property Management Care and Maintenance guidelines for details.



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What is NOT Covered by this Warranty

1. Product sold by the manufacturer as other than "first quality."
2. Loose lay installation.
3. Rip, tear or gouge conditions larger than a business care will be considered abuse.
4. Improper Installation: Material installed not in accordance with IVC recommended installation guidelines, including any and all problems caused by the use of non-recommended adhesive or seam bonds/sealer, underlayment and/or preparation of the substrate are not warranted. Installation errors are not manufacturing related conditions. IVC does not warrant installer workmanship.
5. IVC will not pay for labor costs to repair or replace material with visible conditions that were apparent before installation.
6. Improper maintenance, which results in loss of gloss or buildup of a dulling film.
7. 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.
8. 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.)
9. Damage resulting from accidents, casualty events, abuse or improper usage (including pet related damage, including 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.
10. Damage caused by rolling loads or wheel chairs (motorized and non-motorized).
11. Damage caused by appliance or plumbing leaks.
12. 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.
13. Problems or damage due to excessive moisture or hydrostatic pressure from the sub-floor including pH levels outside the IVC Property Management Installation Guidelines.**
14. 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."
15. Damage caused by remodel or construction related activities.
16. Discoloration caused by asphalt walk off traffic on products without a polyurethane lacquer (these products will not be warranted under our Yellowing Stain Resistant Warranty).
17. Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
18. Flooring installed on stairs is excluded from warranty coverage.
19. Installation of property management product in a commercial environment. IVC recommends installation of commercially warranted product only in commercial settings (i.e. corridors, common rooms, lobby, etc.).

* IVC does not recommend the use of casters on any flooring without appropriate chair pads.

** 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.



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Warranty Remedy

If your IVC floor fails to perform as stated in the applicable IVC Property Maintenance 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 a 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. Labor reimbursement will not be considered for installations not adhering to the IVC Property Management Installation Guide*.
3. Warranty coverage for a replacement floor will be limited to the remaining portion of the original warranty.
4. IVC will not participate in labor reimbursement after one year.

Consequential or Incidental Damages

IVC EXCLUDES AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THESE LIMITED WARRANTIES. By this we mean that IVC will not credit or pay for any loss, expense, or damage other than to the flooring itself that may result from a manufacturing related defects in the flooring. Some examples of consequential or incidental damages are: replacement of subfloors or underlayments, trim moldings, disconnecting / reconnecting appliances or fixtures as well as moving of furniture.

NOTE: If your floor is replaced because of discoloration due to "bottom up staining," mold or mildew growth or asphalt /non-asphalt tracking**, this is considered a site-related condition and the replacement floor will not be warranted against future discoloration or staining.

THERE ARE NO WARRANTIES BEYOND THIS EXPRESSED WARRANTY. ALL OTHER WARRANTIES INCLUDING IMPLIED WARRANTIES, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, ARE EXCLUDED. PLEASE NOTE: SOME STATES AND PROVIDENCES DO NOT ALLOW EXCLUSIONS OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

For details on how to file a claim, please refer to our "How to File a Claim" section (p.8).

* 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 recommends non-asphalt sealers to help avoid walk off staining.



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IVC Property Management Warranty Proration

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

Labor Reimbursement Proration
(Reasonable Labor Costs)

Labor Proration - 1st year only

Material Proration

Warranty Term	Proration Schedule
5 YEAR RESIDENTIAL	1st Year 100% 2nd Year 100% 3rd Year 50% 4th Year 30% 5th Year 10%
7 YEAR RESIDENTIAL	1st Year 100% 2nd Year 100% 3rd Year 100% 4th Year 80% 5th Year 50% 6th Year 30% 7th Year 10%
10 YEAR RESIDENTIAL	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%



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How to File a Claim

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

What You'll Need

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 vinyl flooring (including labor).