



# General Residential Limited Warranty

**LVT**





## Details & Definitions of Residential Warranties

Warranties as defined below ensure that your Home Decorators Collection (HDC) floor manufactured by IVC US will perform properly for the stated warranty period when installed in accordance with Residential LVT Click Installation Guide over approved substrates and underlayments and using the recommended adhesives (if applicable) with proper care and maintenance under normal household 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 household use is defined as common daily activities in the home, excluding pet damage such as chewing, digging, clawing, etc.*

*\*\*Waterproof warranty applies to the LVT 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.*



# General LVT Residential Limited Warranty Conditions & Owner Obligations

**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 LVT 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 LVT flooring (including labor).
3. Understand that manufacturer warrants the first quality products—which are used only for recommended Residential use—will perform properly for the stated warranty period when installed in accordance with LVT Click Installation Guide over approved substrates and underlayments and using the **recommended adhesives and methods**. The warranty period, when valid, begins on the date of the original installation.
  - 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. If there is a question as to the type of use that is considered “residential,” please contact your manufacturer representative prior to purchase and installation. **PLEASE NOTE** Residential warranty exclusions with respect to caster and rolling loads due to the unusual characteristics of this type of wheel traffic.
4. Use manufacturer recommended adhesive when installing LVT flooring for glue down applications: **IVC iGrip LockSet LVT/LVP Adhesive** or **IVC iGrip for Luxury Vinyl Tile & Plank adhesive**.
5. Ensure LVT flooring is installed in an environment that maintains a temperature range of 65° to 85° Fahrenheit (18° and 29°C) 24 hours for Click product and 48 hours for Glue Down product before, during and after installation.
  - IVC US LVT Residential Click and Glue Down 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 must have a set time of 72 hours and must maintain a temperature range between 65° and 85° Fahrenheit (18° and 29° 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, it will void the warranty.
6. Inspect flooring material **prior** to installation for any imperfections or manufacturing related defects. Manufacturer's 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.
7. 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.
8. Perform proper cleaning and maintenance regularly and as needed. See LVT Care and Maintenance Guide: Residential (pg. 19) for details.



# LVT Residential Warranty Details

## 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 [Residential Installation Guide - LVT Click](#), including any and 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. manufacturer does not warrant installer workmanship.
3. Manufacturer will not pay for labor costs to repair or replace material with visible conditions that were apparent before installation.
4. Improper maintenance, which results in loss of gloss or buildup of a dulling film.
5. 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.
6. 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.)
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 spike 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 appliances 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 be approved by the manufacturer for the use of their product with resilient vinyl flooring applications.
11. Problems or damage due to excessive moisture or hydrostatic pressure from the sub-floor including pH levels outside the Residential Installation Guidelines.\*
12. 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.”
13. Damage caused by remodel or construction related activities.
14. Flooring installed on stairs is excluded from warranty coverage.
15. Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
16. Installation of residential product in a commercial environment. Manufacturer recommends installation of commercially warranted product only in a commercial setting.



# Residential Warranty Details

## Warranty Remedy

If your HDC floor manufactured by IVC US fails to perform as stated in the applicable General LVT Residential Limited Warranty, manufacturer will determine whether it will assist in the repair of the defective area or supply new manufacturer material of the same color, design or grade if available. If unavailable or discontinued, manufacturer reserves the right to select and supply similar manufacturer material. At times, it may be necessary to contract a Certified Inspector to determine unknown causes; manufacturer reserves the right to determine if this action is necessary or not.

1. If manufacturer 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. Manufacturer will not credit or reimburse cost associated with the removal of those items.
2. Manufacturer 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. Labor reimbursement will not be considered for installations not adhering to the Residential LVT Click Installation Guide\*.
4. Warranty coverage for a replacement floor will be limited to the remaining portion of the original warranty.

*If there is a question as to what is considered "reasonable cost," please call 888-225-8287 and ask for our Claims Department.*

## Consequential or Incidental Damages

MANUFACTURER EXCLUDES AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THESE WARRANTIES. By this we mean that manufacturer 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" 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.*

**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 (pg. 21)

\* *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.*

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

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



# Residential Warranty Details

## LVT Residential Limited Warranty Proration

The following prorated schedule applies to material value for all Residential 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%

### 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%



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

## **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 Manufacturer 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).