



# PROPERTY MANAGEMENT LIMITED WARRANTY

This warranty only extends to the original end user and is not transferable.


## LIMITED WARRANTY PERIODS

5 Years: LEVEL PRO and LEVEL 10  
10 Years: LEVEL PLUS

IVC US warrants that first quality products which are used for recommended Property Management purposes will perform properly for the stated warranty period when installed in accordance with IVC US installation instructions over approved substrates and using the recommended adhesives and seam sealers. The warranty period, when valid, begins on the date of the original installation. This warranty only extends to the original purchaser and is non-transferable.

### This warranty is only valid for Property Management use.

Property Management use means: use in residential environments, which do not have heavy commercial traffic. (Please note warranty exclusions with respect to caster and rolling loads due to the unusual characteristics of this type of wheel traffic.)

 MULTI-FAMILY HOUSING	Apartments, Condos, Military Housing	Any Room in these segments will be suitable.
---	--------------------------------------	--

The intended applications include: privately owned residence, multi-family units and time share properties. If there is a question as to the type of use that is considered "Property Management" please contact your IVC US representative prior to purchase and installation.

### 5 Years: LEVEL PRO and LEVEL10

FOR THE DESIGNATED WARRANTY PERIOD WHEN PROPERLLY INSTALLED <sup>ii</sup> YOUR IVC US FLOORING WILL NOT:

- Contain manufacturing defects
- Contract, expand, curl, crack, rip, tear, or gouge from normal household use with proper maintenance <sup>i</sup> and installation <sup>vi</sup>
- Discolor from moisture
- Be affected by mold, mildew and/or alkaline when properly installed according to the IVC US Installation Guidelines <sup>ii</sup>

### 10 Years: LEVEL PLUS

FOR THE DESIGNATED WARRANTY PERIOD WHEN PROPERLLY INSTALLED <sup>ii</sup> YOUR IVC US FLOORING WILL NOT:

- Contain manufacturing defects
- Contract, expand, curl, crack, rip, tear, or gouge from normal household use with proper maintenance <sup>i</sup> and installation <sup>vi</sup>
- Discolor from moisture
- Be affected by mold, mildew and/or alkaline when properly installed according to the IVC US Installation Guidelines <sup>ii</sup>
- Permanently stain from common cleaning products made for vinyl flooring.
- Permanently stain or yellow from foot traffic <sup>iii</sup>
- Permanently scuff from shoe soles
- Wear-through the wear layer under normal conditions with proper maintenance <sup>iv</sup>



## PROPERTY MANAGEMENT LIMITED WARRANTY

---

### ADDITIONAL INFORMATION:

- The conditions above will be warranted as long as the flooring is installed in an environment that maintains a temperature range of 55° to 85° F. Any of the above conditions will not be covered if caused by job site environmental conditions in new construction or renovation work.
- **IVC US** floorings receive extensive testing as well as visual examinations in an attempt to assure your shipped floor is always first quality. The installer / end user are responsible to confirm the received material is free of any obvious visible conditions that may be detrimental to the appearance and performance of the product. Inspection of material **prior to installation** for any imperfections or manufacturing related defects is required.
- 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 the installation. If the retailer determines the condition, “unacceptable” the manufacturer should be informed immediately.
- Support furniture with wide, weight-bearing, smooth non-staining floor protectors. The protectors should be at least one (1) inch in diameter, made of clear smooth hard plastic, and rest flat on the floor. Non-staining felt protectors are also acceptable provided they are a minimum one (1) inch in diameter. Felt pads should be inspected 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. The heavier the item the wider the floor protector should be.
- Chair pads designed for hard surface floors are required under all chairs and stools with casters.
- Rip, tear or gouge is a serviceable condition and does not include replacement.

### WHAT IS NOT COVERED BY THIS WARRANTY

- Product sold by the manufacturer as other than “first quality.”
- Loose lay installation of more than 25 square yards.
- Rip, tear or gouge with loose lay installations of any size room / area. Rip, tear or gouge conditions larger than a business card will be considered abuse.
- **IMPROPER INSTALLATION:** Material installed not in accordance with **IVC US** recommended installation guidelines, including any and all problems caused by the used of non-recommended adhesive or seam sealer, underlayment and/or preparation of the substrate are not warranted. Installation errors are not manufacturing related conditions. You should discuss them with your installer. **IVC does not warrant installer workmanship.**
- **IVC US** will not pay labor costs to repair or replace material with visible conditions that were apparent before installation.
- Improper maintenance which results in loss of gloss or build-up of a dulling film.
- 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.
- 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, also when using an appliance dolly, heavy objects equipped with wheels or rollers including two and four wheel carts etc.)



## PROPERTY MANAGEMENT LIMITED WARRANTY

---

- Damage resulting from accidents, casualty events, abuse or improper usage (including pet related damage). Accidents, abuse and improper usage are defined as, but are not limited to damage caused by: pets, casters<sup>v</sup> on furniture, rotating beater bars on vacuum cleaners, steam mops, burns, cuts, impact from heavy and sharp objects, narrow or spike heels, cleats, etc., as well as, damage resulting from unprotected furniture legs.
- Damage caused by rolling loads or wheel chairs (motorized and non-motorized). (Do not allow rubber wheels to remain in contact with the surface as it may permanently stain the vinyl.)
- Damage caused by appliance or plumbing leaks.
- Fading, discoloration, or other damage due to excessive temperatures or sunlight. Radiant heat must not exceed 86 ° F.
- Problems or damage due to excessive moisture or hydrostatic pressure from the subfloor including pH levels outside the **IVC US** installation guidelines.
- Discoloration caused by use of latex or rubber-backed floor mats. Note some synthetic backed carpets contain latex in the manufacturing process that may discolor your vinyl.
- Discoloration caused by asphalt walk off traffic.
- Damage caused by remodel or construction related activities.
- Problems or damage due to excessive moisture or hydrostatic pressure from the subfloor including pH levels outside the **IVC US** Installation Guidelines.
- Installation of residential product in a commercial environment. **IVC US** recommends installation of commercially warranted product only in commercial settings.

### WARRANTY REMEDY

If your **IVC US** Property Management floor fails to perform as stated in the applicable Property Management Limited Warranty, **IVC US** will supply new **IVC** material of the same color, design or grade if available. If unavailable or discontinued, **IVC US** reserves the right to select and supply similar **IVC** material.

- If your floor was installed by a professional flooring contractor, **IVC US** will also credit back reasonable cost for the professional labor to install your replacement floor. Please note a *detailed receipt is required for the cost of the original installation.*
- If **IVC US** 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 US** will not credit or reimburse cost associated with the removal of those items.
- Warranty coverage for a replacement floor will be limited to the remaining portion of the original warranty.
- **IVC US** will not participate in labor reimbursement after year one.
- **Labor reimbursement will not be considered for installations not adhering to the IVC US installation guidelines.**<sup>ii</sup>

### CONSEQUENTIAL OR INCIDENTAL DAMAGES

**IVC US** excludes and will not pay consequential or incidental damages under these limited warranties. By this we mean that IVC US 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, trim moldings, disconnecting / reconnecting appliances or fixtures as well as moving of furniture.

Note: If your floor is replaced because of discoloration or “bottom up staining”, mold or mildew growth or asphalt / non-asphalt tracking, the replacement floor will not be warranted against future discoloration or staining.



## PROPERTY MANAGEMENT LIMITED WARRANTY

---

***Recommended adhesive and seam sealer:***

**IVC FLEX-TECH** Pressure Sensitive Adhesive

**IVC FLEX-SEAM** Premium Seam Bond

**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.**

### **HOW TO REPORT A CLAIM**

If you find a manufacturing related condition covered by any of the limited warranties described previously, promptly notify the retailer or contractor who sold you the floor covering material. The retailer or contractor will file a claim directly with **IVC US**.

<sup>i</sup> *Normal household use is defined as common daily activities in the home, excluding pets.*

<sup>ii</sup> *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.*

<sup>iii</sup> *IVC US recommends non-asphalt sealers.*

<sup>iv</sup> *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.*

<sup>v</sup> *IVC US does not recommend the use of casters on any flooring without appropriate chair pads.*

<sup>vi</sup> *Proper installation for rip, tear or gouge warranty is full spread adhesive only. Loose lay installations of less than 25 square yards do not qualify for this portion of the warranty. All other described portions apply.*