

IVC warrants fiberglass cushion sheet vinyl flooring for defects in material and/or workmanship that relate to manufacturing defects, contraction and expansion, curl-crack-rip-tear-gouge, moisture, mold and mildew, scuff, household stain, yellowing stain, and wear in accordance with the terms of this warranty and during the stated period of the warranty:

### Flexitec Luxury Vinyl Flooring Limited Warranty Periods

PRODUCT	THICKNESS	WEAR LAYER	RESIDENTIAL	LIGHT COMMERCIAL	ANTIMICROBIAL
Debonair Cliff	80 mil	10 mil	10 Years	N/A	N
Jibe Ridge	100 mil	12 mil	15 Years	N/A	N
Candor Highland	120 mil	16 mil	20 Years	10 Years	Y

### Roll Program Luxury Vinyl Flooring Limited Warranty Periods

PRODUCT	THICKNESS	WEAR LAYER	RESIDENTIAL	LIGHT COMMERCIAL	ANTIMICROBIAL
Step Up	90 mils	8 mils	7 Years	N/A	N
Goliath II	140 mils	8 mils	7 Years	N/A	N

### Project Solutions Luxury Vinyl Flooring Limited Warranty Periods

PRODUCT	THICKNESS	WEAR LAYER	RESIDENTIAL	LIGHT COMMERCIAL	ANTIMICROBIAL
Level Choice	45 mil	5 mil	3 Years	N/A	N
Level Ten	55 mil	10 mil	5 Years	N/A	N
Level Plus	65 mil	10 mil	10 Years	N/A	N

## LIMITED WARRANTIES

### Manufacturing Defects Warranty

Ensures that during the period of the warranty, Flexitec flooring will be free from manufacturing defects.

### Contraction & Expansion Resistance Warranty

Ensures that your floor will resist contraction and expansion, excluding areas of extreme localized temperature variations.

### Curl-Crack-Rip-Tear-Gouge Resistance Warranty

Ensures that your floor will resist curling, cracks, rips, tears, or gouges from normal household use.\*

### Waterproof Warranty

Ensures that your flooring will be 100% waterproof, and the structural integrity of the floor will not be significantly diminished by exposure to water.

### Mold & Mildew Resistance Warranty

Ensures that your floor will resist the effects of mold, mildew and/or alkaline substances.\*\*

### Scuff Resistance Warranty (on products with a polyurethane lacquer)

Ensures that your floor will resist permanent scuffs from shoe soles.

### Household Stain Resistance Warranty

Ensures that your floor will resist permanent stains from common household products, excluding permanent marker, permanent dyes, and finishing stains.

### Yellowing Stain Resistance Warranty (on products with a polyurethane lacquer)

Ensures that your floor will resist permanent stains or yellowing from foot traffic, including asphalt track-off.\*\*\*

### Wear Resistance Warranty

Ensures your floor will resist wearing through the wear layer under normal household conditions.\*\*\*\*

\* 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.

\*\*\*\*Wearing 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.

## OBLIGATIONS OF OWNER

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Owner must submit notice of all claims under these warranties to the retailer within the specified warranty period. Claims must be submitted in writing. Owner must submit proof of purchase with claim. The original owner agrees to provide proof of compliance with recommended installation and maintenance procedures when a claim is filed.

## GENERAL TERMS AND EXCLUSIONS

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Flexitec sheet vinyl flooring is warranted as indicated above in continuous climate controlled interior environments. The following general terms and conditions apply. If you have questions regarding the warranty information, please contact your retailer or IVC sales representative.

1. These warranties apply to Flexitec sheet vinyl flooring when installed and maintained in accordance with our most recent installation and maintenance procedures. For the most up-to-date procedures, please visit [www.IVCfloors.com](http://www.IVCfloors.com).
2. These warranties apply only to the original owner and the first installation of the product and are non-transferable. The "original owner" is the person stated as the buyer on the purchase document(s). This warranty applies only to first quality Flexitec sheet vinyl flooring purchases.
3. Understand that manufacturer warrants the first quality products – which are used only for recommended use – will perform properly for the stated warranty period when installed in accordance with Flexitec 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.
4. IVC will, at its option, repair or replace product not meeting the above listed warranties. When replacement of the flooring is made, only new material from the current product range at the time of the claim will be supplied by the distributor or retailer. There will be no other form of compensation. IVC's responsibility under this warranty only applies to hidden defects that were not visible before or during the installation of the Flexitec sheet vinyl flooring. Material installed with visible defects is considered accepted by the owner.
5. These warranties do not apply to Flexitec sheet vinyl flooring that has been subject to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes but is not limited to damage from plumbing or appliance leaks, storm, or flood; damage from smoke, fire, or other casualty events; damage caused by negligence or improper alterations of the original manufactured product. "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses of Flexitec sheet vinyl flooring in a residential or light commercial environment. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas, or furniture with castors must be fitted with soft rubber wheels and placed on an adequate protective mat or be placed in protective castor cups.
6. Walk-off mats must be placed at all exterior entrances to protect Flexitec sheet vinyl flooring from soil, grit, deicers, asphalt sealers, and other contaminants capable of damaging Flexitec sheet vinyl flooring. Suitable walk-off mats should contain both soft and firm fibers to facilitate removal of wet or solid contaminants from shoe soles. An extra set of walk-off mats should be available for each entrance so the mats can be replaced and cleaned weekly during routine maintenance, or more often depending upon site and weather conditions. This routine will prevent walk-off mats from becoming the source of tracked-on contaminants. Walk-off mats should be large enough to allow adequate soil removal.
7. These warranties do not apply to damage from exposure to extreme heat or sunlight exposure, dryness, or stains as a result of chemical or industrial products (*other than recommended cleaning products*). Windows coverings should be used during periods of intense sunlight to avoid intense heating of flooring product.
8. These warranties exclude damage caused by hydrostatic pressure (*water or moisture under the floor that is transmitted to the surface through exerted pressure*) or other conditions that result in water or moisture below the floor.
9. Material must be checked carefully for defects before and during installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances. The retailer must be informed in writing of such defects within 15 days of installation. After this time has elapsed, no further claims will be accepted. Color and gloss issues resulting from material added to an existing installation at a later date and non-warranty related repairs are excluded from coverage.
10. Antimicrobial protection is effective against certain common bacteria that cause stains, odors, and product degradation. Antimicrobial protection is not designed to protect users from disease-causing bacteria.
11. IVC disclaims liability for any sickness or death caused by microbes on the flooring surface or any associated medical expenses. Antimicrobial product protection is limited to the top surface of the product itself and does not protect against disease-causing bacteria.
12. In the event of an antimicrobial warranty claim, IVC may examine the product and determine the extent to which the protection has been diminished.
13. **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. IVC IS NOT RESPONSIBLE FOR ANY CONSEQUENTIAL, INDIRECT OR SPECIAL DAMAGES.**

By implied warranties IVC means warranties 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 the original owner.

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

## LIGHT COMMERCIAL DEFINED

1. IVC warrants only first quality products for recommended light commercial use such as those outlined in the application chart. Warranted products will perform as warranted for the stated warranty period when installed in accordance with IVC LVT Installation Guides over approved substrates and underlayments, using the recommended adhesives if applicable. The warranty period, when valid, begins on the date of the original installation.
  - Light Commercial use is defined as use in environments, which do not experience normal to heavy commercial traffic, such as those outlined in the Application Chart below. PLEASE NOTE, warranty exclusions apply with respect to castors and other rolling loads, due to the unusual characteristics of this type of wheeled traffic. For frequent or heavy rolling conditions, click flooring products can be glued down to help reduce the risk of joint separation from rolling load traffic. Our warranty, however, still excludes any problems associated with rolling loads.
  - The intended applications include privately owned in-house businesses, such as daycare centers, doctor/ dentist offices, and barber/beauty shops. For questions as to the type of use that is considered "Light Commercial", please contact Technical Services prior to purchase and installation.

Commercial Building Type	Examples of Commercial Business Type	Recommended Application Areas
Healthcare	Med Clinics, Retirement Centers, Doctors' Offices, Hospice, Assisted Living	All Non-required "Clean Room" Areas—Corridors, Patient Rooms, Lobbies, Waiting Rooms, Cafeterias, Exam Rooms, Common Areas
Corporate	Banks, Professional Offices, including Accountants, Lawyers, etc.	Offices, Hallways, Lobbies, Reception Areas, Bathrooms, Break Rooms, Conference Rooms
Retail	Retail Stores, Main Street, Boutiques, 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 Rooms, including Common Areas
Hospitality	Hotel, Motel, Restaurants	Guest Rooms, Lobbies, Hallways (excluding Commercial Kitchens)
Education	Daycare, Preschool, Elementary and Secondary Learning, Universities, Libraries	Dorms, Common Areas, Cafeterias, Class Rooms, Auditoriums, Libraries ( <i>excluding Gymnasiums</i> )



## RESIDENTIAL LIMITED LIFETIME WARRANTY PRORATION

Material and reasonable labor if professionally installed

1st Year 100%	11th Year 80%
2nd Year 100%	12th Year 70%
3rd Year 100%	13th Year 60%
4th Year 100%	14th Year 50%
5th Year 100%	15th Year 40%
6th Year 100%	16th Year 30%
7th Year 100%	17th Year 25%
8th Year 90%	18th Year 20%
9th Year 90%	19th Year 15%
10th Year 90%	20+ Years 10%

## RESIDENTIAL LIMITED 30 YEAR WARRANTY PRORATION

Material and reasonable labor if professionally installed

1st Year 100%	11th Year 80%
2nd Year 100%	12th Year 70%
3rd Year 100%	13th Year 60%
4th Year 100%	14th Year 50%
5th Year 100%	15th Year 40%
6th Year 100%	16th Year 30%
7th Year 90%	17th Year 25%
8th Year 90%	18th Year 20%
9th Year 90%	19th Year 15%
10th Year 80%	20+ Years 10%

## RESIDENTIAL LIMITED 25 YEAR WARRANTY PRORATION

Material and reasonable labor if professionally installed

1st Year 100%	11th Year 80%
2nd Year 100%	12th Year 70%
3rd Year 100%	13th Year 60%
4th Year 100%	14th Year 50%
5th Year 100%	15th Year 40%
6th Year 90%	16th Year 30%
7th Year 90%	17th Year 25%
8th Year 90%	18th Year 20%
9th Year 80%	19th Year 15%
10th Year 80%	20+ Years 10%

## RESIDENTIAL LIMITED 15 YEAR WARRANTY PRORATION

Material and reasonable labor if professionally installed

1st Year 100%	9th Year 70%
2nd Year 100%	10th Year 60%
3rd Year 100%	11th Year 50%
4th Year 100%	12th Year 40%
5th Year 100%	13th Year 30%
6th Year 90%	14th Year 20%
7th Year 90%	15th Year 10%
8th Year 80%	

## LIGHT COMMERCIAL LIMITED WARRANTY PRORATION

Material and reasonable labor if professionally installed

15 Year Limited Warranty	10 Year Limited Warranty	6 Year Limited Warranty
1-3 Years 100% Material, 100% Labor	1st Year 100% Material, 100% Labor	1st Year 100% Material, 100% Labor
4-6 Years 100% Material, 50% Labor	2nd Year 100% Material, 50% Labor	2+ Years 100% Material
7+ Years 100% Material	3+ Years 100% Material	