



General **Commercial** Limited Warranty

LVT





Commercial LVT Flooring Collections & Warranty Chart	3
Warranties Defined	4
• Manufacturing Defects	
• Wear Resistant	
General LVT Commercial Limited Warranty Conditions & Owner Obligations	5
IVC Warranty Details	7
Installation Guidelines - LVT Click	9
Installation Guidelines - LVT Glue Down (3 methods)	12
Care & Maintenance	20
How to File a Claim	22

IVC US LVT Commercial Collections:



Vision

Click & Glue Down



Horizon

Click & Glue Down



Embellish

Click & Glue Down

IVC US LVT Commercial Warranty Cart:

			WARRANTIES	
			Manufacturing Defects Warranty	Wear Resistance Warranty
Vision	Click	10 YEAR COMMERCIAL	●	●
	Glue Down	10 YEAR COMMERCIAL	●	●
Horizon	Click	15 YEAR COMMERCIAL	●	●
	Glue Down	15 YEAR COMMERCIAL	●	●
Embellish	Click	15 YEAR COMMERCIAL	●	●
	Glue Down	15 YEAR COMMERCIAL	●	●



IVC US Details & Definitions of Commercial Warranties

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

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

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

** 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.*









IVC US General Commercial 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 IVC US LVT flooring.
2. Keep proof of your 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 LVT flooring (including labor).
3. Understand that IVC US warrants first quality products — which are used only for recommended Commercial use such as those outlined in the Application Chart — will perform properly for the stated warranty period **when installed in accordance with IVC US Installation Guide – LVT Click/IVC US Installation Guide – Glue Down** over approved substrates and underlayments and using the **recommended adhesives** (if applicable). The warranty period, when valid, begins on the date of the original installation.
 - Commercial use is defined as: use in environments (which **do not** experience heavy commercial traffic) such as those outlined in the Application Chart below. **PLEASE NOTE** warranty exclusions with respect to caster chairs and rolling loads. If you have frequent or heavy rolling conditions, click products can be glued down to help reduce the risk of joint separation from rolling load traffic; however our warranty still excludes any problems associated with rolling loads. Applications considered “industrial” do not qualify for warranty coverage. If there is a question as to the type of use that is considered “Commercial,” please contact your IVC US representative prior to purchase and installation.

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)



IVC US General Commercial Limited Warranty Conditions & Owner Obligations

4. Use IVC US recommended adhesive when installing LVT flooring for glue down applications: **IVC iGrip for Luxury Vinyl Tile & Plank** adhesive, **IVC iGrip Lockset LVT/LVP Adhesive** or **IVC Commercial iGrip Spray Adhesive**.
 - **NOTE:** for **Vision LVT** products, **iGrip LockSet LVT/LVP Adhesive** is required for glue down applications.
5. Ensure LVT flooring is installed in an environment that maintains a temperature for 24 hours for Click product and 48 hours for Glue Down product between 65° to 85° Fahrenheit (18° and 29°C) before, during and after installation.
6. Inspect flooring material prior to installation for any imperfections or manufacturing related defects. IVC US 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 the manufacturer prior to installation.
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. 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.
8. Perform proper cleaning and maintenance regularly and as needed. See IVC US LVT Care and Maintenance Guide - Commercial for details.



IVC US Commercial 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 IVC US Installation Guide –IVC US LVT Click/IVC US Installation Guide – Glue Down, 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. IVC US does not warrant installer workmanship.
3. IVC US 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 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 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 IVC US Installation Guide – LVT Click/ IVC US Installation Guide – Glue Down. *
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. 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 is excluded from warranty coverage.



IVC US Commercial Warranty Details

Warranty Remedy

If your IVC US floor fails to perform as stated in the applicable General LVT Commercial Limited Warranty, IVC US will determine whether it will assist in the repair of the defective area or supply new IVC US 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 US material. At times, it may be necessary to contract a Certified Inspector to determine unknown causes; IVC US reserves the right to determine if this action is necessary or not.

1. 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.
2. IVC US 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.
3. Labor reimbursement will not be considered for installations not adhering to the IVC US Commercial Installation Guidelines*.
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 IVC US at 888-225-8287 and ask for our Claims Department.

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 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 (p.22)

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

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

IVC US LVT Commercial Limited Warranty Proration

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

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 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%

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%

IVC US Commercial Installation Guide - LVT Click

Materials Required for Installation:

- Tape Measure
- Square Ruler
- Scrap piece of LVT/P material tapping to tighten joints
- Utility Knife
- Chalk Line
- Small Hand Roller (Seam Roller)

Acceptable Underlayments

IVC US's LVT Click products can be installed directly over most existing floor coverings, except for carpet, laminate, floating floors systems and cushioned vinyl flooring.

• Wood Underlayment

Can go over virtually any sound wood underlayments/subfloors. Always fasten underlayment in accordance with the manufacturer's recommendations. For "special needs" glue down applications (steps, ramps, landings, etc.), IVC US recommends underlayments that are underlayment grade and warranted by the manufacturer. Any failure of the underlayment or flooring as a result of the underlayment is NOT the responsibility of IVC US.

• Concrete

Moisture levels of concrete slabs before, during and after installation must be 8 lbs. or less per 1000 square feet per 24 hours using an anhydrous calcium chloride test according to ASTM F1869 and pH must be between 5.0 and 9.0; or, if using ASTM F2170 IN-Situ Probes, should be less than 90% RH (relative humidity). In some instances, it may be necessary to adhere the LVT to "Special needs" areas (steps, ramps, landings, etc.) Refer to the IVC US LVT Glue Down instructions if adhering is necessary.

• Radiant Heated Floors

Radiant heated floors must be approved by the manufacturer for the use of their product with resilient vinyl flooring applications. The subfloor temperature should not exceed 85°F (29°C) and the system should be turned off 24 hours prior to and after installation. Note: IVC does not recommend the use of Kalm underlayment with radiant heated floors.

Storage and Handling

Acclimate the flooring a minimum of 24 hours before installation in the area it is to be installed. Conditions between 65°F and 85°F (18°C and 29°C) are required before, during and after installation. Cartons should be evenly stacked no more than five high on a flat surface and away from any heating/cooling ducts or direct sunlight.

Subfloor and Wall/Door Preparation

Note: Do not install cabinets on top of floating LVT. The surface beneath the floor must be sufficiently prepared in advance to guarantee a successful installation of the flooring.

- Fill any low spots in the subfloor greater than 3/16 inch in 10 foot span with a Portland cement leveling compound.
- Ceramic tile and embossed flooring will require skim coating with a Portland based patch to avoid bottom up pattern telegraphing.
- Remove any existing floor molding. Removal of wall baseboards is optional as quarter round can be installed to avoid baseboard removal.
- Undercut doorjamb so the ¼ inch expansion space is maintained, allowing the LVT to slip under doorjamb/case molding.
- Sweep the subfloor clean. The floor must also be free of all contaminants.

PLEASE NOTE warranty exclusions with respect to rolling loads. If you have frequent or heavy rolling conditions, click products can be glued down to help reduce the risk of joint separation from rolling load traffic; however our warranty still excludes any problems associated with rolling loads.

Start of Installation

It is the installer's responsibility to inspect the flooring prior to installation to ensure that there are no visual defects. *Do not install flooring with visible defects. If visible defects are present, contact your retailer immediately.*

- Floor must be clean, smooth, flat and dry before installation.
- Check the tongue and groove to assure it is free of debris or damage.
- To achieve maximum appearance, mix planks from two to three cartons from the same production.

The advantage of IVC US LVT Click product is that it allows you to choose your own starting position, direction and can work one plank/tile at a time.

Walls are not always straight. Snap a chalk line for your first row to follow.

Maintain a 1/4" (1/2 cm) expansion space around all walls. Quarter round or baseboard molding will cover this expansion space. **IMPORTANT:** Maintain the 1/4 inch space around cabinets, pipes, toilet flanges and any obstacle in the floor.

- For **plank installation**, we recommend staggering the end joints a minimum of 6 inches.
- For **tile installation**, we recommend staggering the end joints a minimum of 3 inches.

NOTE: Do not install four corners together, as this will not provide a stable installation.

Clicking Planks/Tiles Together

To click the end joint of the plank/tile together, click the short side of the plank/tile vertically into the previous one by pressing it by hand and rolling it with a hand roller or seam roller to ensure a fully compressed tight fit.

To click the length joint of the plank/tile together, place long joint together, lifting slightly to engage lock. Rotate downward, clicking together for a tight fit. Use a small hand roller or seam roller to press/lock the compression fit end joint.

To tap along the entire length of plank or tile to properly seal the joint, **use a small scrap piece of plank/tile** with the lock on the edge. Lock groove-to-tongue or tongue-to-groove for this application. Lock the scrap piece to the area requiring tapping, and lightly tap the edge of the material. This will bring the tile edges tight together. **Do not use a tapping block.**

Cut the plank/tile by scoring through the top wear layer with a utility knife then snap the plank/tile across the score.

Install adjoining rows as you did the first; one piece at a time. Holding the plank/tile at a slight angle, place it against the profile in the first row. Rotate the plank/tile down to secure the length joint assuring there are no gaps along the joint.

The adjoining planks/tiles are aligned by sliding the long joint into position, shifting it to properly match the end joint against the previous plank/tile. Repeat until you reach the final row of material.

To install the final row of planks/tiles, you will usually need to cut them. We recommend the following: lay a panel on top of the last row installed. Lay another plank/tile against the edge of the wall. Mark the plank/tile underneath. Cut the plank/tile through the wear layer and snap along the score. Install the last row leaving ample expansion space.

Additional Notes

Molding and Transitions Installation

- All molding and transition strips need to provide a 1/4 inch expansion space to allow expansion and contraction of the subfloor. Ensure moldings and transitions strips will not pinch the flooring.
- Never allow nails or screws to enter into the LVT flooring or the expansion zone around the flooring perimeter, as it will prevent proper expansion and contraction of the structure and flooring.

Treads, Risers and Ramps

Glue down method is required on all treads, risers and wheelchair ramps using IVC US iGrip Adhesive. Apply the adhesive following the manufacturer's instructions. Install the riser after installing the tread. Install stair nose moldings afterwards to protect the edge of the LVT.

Plank Replacement

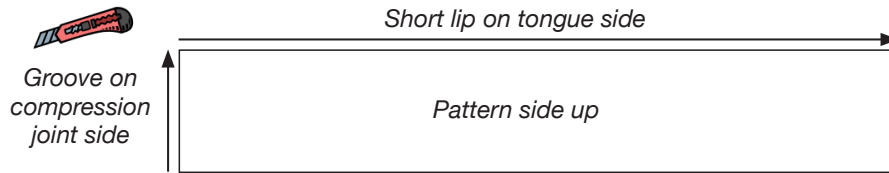
Should one of your planks/tiles become damaged and need to be replaced, follow these simple instructions:

1. Score top of damaged plank/tile with a utility knife. Make two triangle cuts near the end joint and then connect the points with one long cut in the middle of the plank/tile. (See diagram below)



SCORE TILE AS SHOWN

2. Use an awl or screwdriver to tap down through plank/tile on scored triangle cut points.
3. Lift and remove damaged tile.
4. With the pattern side facing up on the new replacement plank/tile, trim off the short lip on the tongue side and the groove on the compression joint side, making it flush with the edge of the plank/tile. Be careful not to damage the finish surface of the tile.



5. Cut several pieces of acrylic double face tape made for vinyl floors and slide under the edges of the existing floor on the two edges where the replacement plank/tile will have its lips cut off. Tape should face sticky side up; leave the paper on the side facing down on the floor.
6. Using IVC FLEX-SEAM Premium Seam Bond, or an approved secondary alternative (such as Taylor 2062*), run a small bead of sealer on the groove edge of the planks/tiles on the existing floor where the replacement plank/tile will rest that has the lips cut off.
 - **NOTE:** The long tongue of the replacement plank/tile and the uncut compression fit end joint will not need tape or seam adhesive as you will be using the plank's/tile's locking mechanism.
7. Install replacement plank/tile by sliding the long groove of the replacement plank/tile under the tongue of the floor plank/tile until the finish edge of the replacement plank/tile is tight against the finish edge of the floor plank/tile, and the compression end joint is lined up. Rotate down, locking the long tongue joint and roll the compression end joint to lock into place with a small or hand roller.
8. Wipe any excess sealer that comes to the surface of the tiles with a damp cloth and follow with a dry cloth to assure all sealer is removed from tile surface.
9. Keep foot traffic off the replaced plank/tile for 24 hours.

**IVC will not be held responsible for problems that may arise for approved secondary alternative seam sealers. Please contact the approved secondary alternative seam sealer's manufacturer with issues.*



IVC US Commercial Installation Guide - LVT Glue Down with iGrip for LVT/P

NOTE: for Vision LVT products, **iGrip LockSet LVT/LVP Adhesive** is required for glue down applications. Please see the iGrip **LockSet** LVT/LVP instructions a few pages ahead.

Materials Required for Installation:

- Tape Measure
- 100 lb. Roller
- Square Ruler
- Chalk Line
- Utility Knife

Acceptable Underlayments:

• Wood Underlayment

Wood underlayment panels require a double layer construction and must be underlayment grade as specified and warranted by the manufacturer. Always fasten underlayment panels in accordance with the manufacturer's recommendations. Any failure of the underlayment or IVC US flooring as a result of the underlayment is NOT the responsibility of IVC US. Any porous wood underlayment must be primed.

IVC US does not recommend installing resilient flooring over wood flooring or subfloors applied directly over concrete or sleeper-construction floors.

- **Concrete** — See Grade Levels below. All concrete underlayments require moisture testing.

Grade Levels

Suspended: *An acceptable suspended floor is a concrete or wood substrate with a minimum of 18" (460mm) of well-ventilated air space beneath it. IVC US recommends that a moisture vapor barrier be placed on the ground below the air space.*

On-Grade: *An acceptable on-grade floor is a concrete substrate in direct surface contact with the ground at the surrounding ground level. The concrete slab should be protected from moisture penetration and incorporate a proven moisture vapor barrier.*

Below-Grade: *An acceptable below-grade floor is a concrete substrate partially or completely in contact with the ground below the average surrounding ground level. The concrete slab should be protected from moisture penetration and incorporate a proven moisture vapor barrier.*

- **VCT** (well bonded, on and above grade – in absence of waxes or sealers)
- **Ceramic** (well bonded & properly prepared)
- **Terrazzo** (well bonded & properly prepared)
- **Self-leveling and patching compounds** (latex fortified Portland cement based only)
- **Resilient floor** (no more than 1 layer, well bonded, non-cushioned)
- **Radiant heat floor system** (not exceeding 85°F (29°C) and approved by the manufacturer for the use of their product with resilient vinyl flooring applications)

Unacceptable Surfaces:

- Cushion-back vinyl
- Laminate
- Inter-flex and any perimeter bonded products
- Any floating floor system
- Cork
- Carpet

IVC US will not warrant or accept responsibility of any kind for flooring failures related to the use of unacceptable substrates and surfaces.

Storage and Handling

Acclimate the flooring a minimum of 48 hours before installation in the area it is to be installed. Conditions between 65°F and 85°F (18°C and 29°C) are required before, during and after installation. Cartons should be evenly stacked no more than five high on a flat surface and away from any heating/cooling ducts or direct sunlight.

Floor Preparation:

Floor must be clean, smooth, flat and dry. Remove all foreign substances such as wax, grease, dirt, construction marks and contaminants, and any substance or chemical that would interfere with a good bond. Avoid using sweeping compounds. Do not install over substrates that have been chemically cleaned. The flatness of wood subfloors or underlayments must not exceed on variation of 1/4" in 10 feet (1/2cm in 3 meters).

The flatness of concrete subfloors must meet or exceed the requirements of ACI FF25. Fill all holes and cracks with a latex fortified Portland cement based patching compound. IVC US only recommends the use of latex fortified Portland cement based products as a satisfactory patching or leveling compound.

IVC US recommends priming extremely porous floors with IVC FLEX -PRIM Acrylic Latex Primer to prevent over absorption of adhesives, dust containment, and to insure a better bond of the adhesive to the subfloor/underlayment.

Sustainability: Regardless of the type of concrete or cement-like material used as a base for IVC US LVT Glue Down, the responsibility for its use or suitability rests with that product's manufacturer or specifier and not with IVC US.

Moisture Testing: It is the responsibility of the flooring contractor and the installer to test all concrete substrates, both old and new, for moisture transmission using the Calcium Chloride Moisture Test according to ASTM F1869. Moisture vapor transmission should not exceed the recommended levels of 6 lbs. or less per 1,000 sq. ft. in 24 hours. This test should be performed and documented prior to installation. Also test for relative humidity in concrete floor slabs using in-situ probes, which should be no more than 85% RH per ASTM F2170 before, during and after installation.

These acceptable moisture readings are only applicable when using iGrip for Luxury Vinyl Tile & Plank adhesive.

PH LEVELS: pH on concrete substrates must be between 7 and 9

Inspection of flooring material prior to installation is required. Any defects should be immediately reported to the retail store from which the flooring was purchased before installation. IVC US will not be responsible for labor costs to repair or replace material with defects that were apparent before or noticed at the end of an installation. The job site and all flooring material and adhesive must be kept for 48 hours before, during and after installation between 65° F and 85° F (18° and 29°C).

PLEASE NOTE: *If removal of existing resilient floor covering is required, follow all recommended Resilient Floor Covering Institute (RFCI) work practices at www.rfci.com.*

IVC US only recommends the use of Portland cement based products as a satisfactory patching or leveling compound for the installation of all IVC flooring products.

Common Uses

- Leveling Substrates
- Embossing existing resilient floor, ceramic tile or VCT
- Filling holes
- Leveling non water-soluble adhesives
- Filling cracks
- Filling saw cuts and/or construction joints

Do not fill actual expansion joints or other moving joints with elastomeric fillers that are designed to absorb movement in concrete slabs. Cementitious underlayment, patches and resilient flooring installed across true expansion joints will often buckle or crack when the slabs move. Usually architects will specify expansion joint covers for the use with various floor coverings.

Trowel Specifications		
Application Width x Depth x Spacing	Spread Rate	Type of Installation
1/16" x 1/16" 1/16" Square Notch Trowel (1.6 mm x 1.6 mm x 1.6 mm)	Up to 180 sq. ft./ gal (Up to 4.42 sq. meters/ liter)	Porous Substrates
1/16" x 1/32" 1/32" U Notch Trowel (1.6 mm x 0.8 mm x 0.8 mm U)	Up to 260 sq. ft./ gal (Up to 6.38 sq. meters/ liter)	Non-Porous Substrates

WARNING: For installation over old resilient floor coverings or when considering removing existing resilient floors, please be advised that these products may possibly contain asbestos fibers or crystalline silica. Please follow all recommended Resilient Floor Covering Institute (RFCI) work practices at www.rfci.com.

Cutting

Tiles and planks may be cut with a small tile cutter or scored and snapped.

Start of Installation – Planks/Tiles

When using planks/tiles from two or more cartons, check to be sure all pattern and lot numbers are the same to ensure proper color match. On larger installations, open several cartons and mix them as they are installed to help blend any slight shade differences from one carton to the next.

Products with directional arrows on the back should be installed with the arrows all pointing in the same direction unless you are installing custom layouts.

Before installing the material, plan the layout so plank/tile joints fall at least 6 inches (15 cm) away from subfloor and underlayment joints. Find the center point in the room. Divide the room into equal quadrants by marking two perpendicular lines on the subfloor intersecting at the center point. Depending on your layout you may also start your row along a wall. Since walls are not always straight, snap a chalk line. Do not install over expansion joints.

Step 1

Apply iGrip for Luxury Vinyl Tile & Plank adhesive with the recommended trowel and allow to dry to the touch before installing floor. Don't install in wet adhesive. Only spread as much adhesive as you can cover within 2 hours depending on temperature and humidity.

Step 2

Install all planks/tiles with directional arrows pointing in the same direction. Install the field area first.

Step 3

Apply adhesive as noted in Step 1 to the remaining portion of the room, allow adhesive to dry and complete the installation.

Step 4

Roll the installed flooring in four directions within 30 minutes after completing installation using a 100 lb. roller (45 kg.) (minimum). Use a hand roller under toe kicks and other hard to get areas. Immediately remove any excess adhesive from the surface of the flooring using a clean white cloth dampened with a neutral detergent and water.

NOTE: Drying time will vary depending on substrate porosity and ambient temperature and humidity.

PRECAUTIONS: Planks/tiles may be walked on immediately; however, the floor should be protected with plywood when moving heavy furniture and appliances back into the room.

DO NOT wash or scrub the new flooring for at least 5 days after the installation. This will allow planks/tiles to become "seated" in the adhesive and prevent excess moisture from interfering with the adhesive bond.

IVC US Commercial Installation Guide – iGrip LockSet LVT/LVP Adhesive

iGrip LockSet LVT/LVP Adhesive is approved and warranted to be used with all IVC US manufactured luxury vinyl plank and tile (LVP/LVT) products, but is **required** to be used with IVC's Vision LVT products.

Adhesive is applied using a 3/8" nap roller and dries quickly to facilitate fast installation times. Coverage is approximately 350-400 square feet per gallon.

Materials Required for Installation:

- 3/8" nap paint roller
- Square Ruler
- Chalk line
- Tape measure
- Utility knife
- 100 lb. roller

Acceptable Underlayments:

• Wood Underlayment

Wood underlayment panels require a double layer construction and must be underlayment grade as specified and warranted by the manufacturer. Always fasten underlayment panels in accordance with the manufacturer's recommendations. Porous wood substrates must be primed with a thin coat of iGrip LockSet. See "Floor Preparation" section for full set of priming instructions for both Porous and Non Porous substrates.

Any failure of the underlayment or flooring due to the underlayment is NOT the responsibility of IVC US. IVC US does not recommend installing resilient flooring over wood flooring or subfloors applied directly over concrete or sleeper-construction floors.

- **Concrete** — See Grade Levels below. All concrete underlayments require moisture testing.

Grade Levels

Suspended: An acceptable suspended or above-grade floor is a concrete or wood substrate with a minimum of 18" (460mm) of well-ventilated air space beneath it. IVC US recommends a moisture vapor barrier be placed on the ground below the air space.

On-Grade: An acceptable on-grade floor is a concrete substrate in direct surface contact with the ground at the surrounding ground level. The concrete slab should be protected from moisture penetration and incorporate a proven moisture vapor barrier.

Below-Grade: An acceptable below-grade floor is a concrete substrate partially or completely in contact with the ground below the average surrounding ground level. The concrete slab should be protected from moisture penetration and incorporate a proven moisture vapor barrier.

- **Self-leveling and patching compounds** (latex fortified Portland cement based only)
- **VCT** (on or above grade only; well bonded, non-cushioned, and no more than one layer. Remove waxes, sealers, floor finishes and other foreign materials by thoroughly mopping the floor with a wax stripper, and thoroughly rinsing)
- **Vinyl resilient floor** (well bonded, non-cushioned, and no more than one layer. Remove waxes, sealers, floor finishes and other foreign materials by thoroughly mopping the floor with a wax stripper, and thoroughly rinsing)
- **Ceramic Tile** (Strip of all contaminants followed by lightly abrading or sanding to a matte or dull finish. Grout lines must be embossed or covered with a polymer modified Portland cement based self-leveling screed or skim coat)
- **Terrazo** (Finishes must be removed by sanding to a matte or dull finish. Grout lines must be embossed or covered with a polymer modified Portland cement based self-leveling screed or skim coat)
- **Radiant heat floor system** (radiant heat cannot exceed 85°F (29°C) and must be approved by the radiant heating system's manufacturer for the use of their product with resilient vinyl flooring applications. The system must be on and operational for a minimum of two weeks prior to the installation to reduce residual moisture within a concrete substrate 72 hours prior to the installation lower the temperature to 65°F /18.33°C. Following the installation it is recommended to gradually increase the temperature in increments of 5°F (3 °C). This will assist in avoiding overheating.)

NOTE: IVC does not recommend the use of Kalm Underlayment with radiant heat.



Unacceptable Surfaces:

- Cushion-back vinyl
- Carpet
- Inter-flex and any perimeter bonded products
- Laminate
- Cork
- Cushion underlayment
- Any floating floor system

IVC US will not warrant or accept responsibility of any kind for flooring failures related to the use of unacceptable substrates and surfaces.

Storage and Handling

The installation site must be acclimated with HVAC in operation. The floor and room temperature, as well as flooring materials and adhesive, must be maintained at 65°– 85° F (18° and 20° C) and the humidity between 40% - 65% for 48 hours before, during, and after the moisture testing and installation.

Cartons of flooring material should be evenly stacked no more than five high on a flat surface and away from any heating/cooling ducts or direct sunlight.

Floor Preparation:

NOTE: A CLEAN, DUST-FREE SUBSTRATE IS ESSENTIAL! All substrates must be clean, smooth, dry and free of waxes, existing adhesives, dirt, dust, grease, oil, paint, sealers, silicates or curing compounds. It is necessary to properly sweep and vacuum the substrate prior to applying the adhesive. The flatness of wood subfloors or underlayments must not exceed on variation of 3/16" in 10 feet (0.476 cm in 3 meters).

The flatness of concrete subfloors must meet or exceed the requirements of ACI FF25. Fill all holes and cracks with a latex fortified Portland cement based patching compound. IVC US only recommends the use of latex fortified Portland cement based products as a satisfactory patching or leveling compound.

It is recommended a test bond be performed on any questionable substrate to ensure appropriate adhesive bond will be achieved. This adhesive cannot be used over chemically cleaned substrates.

Porous surfaces

For porous substrates you will need to apply a thin coat of iGrip LockSet to act as a bonding coat allowing it to completely dry followed by a medium coat of iGrip LockSet leaving a slight "orange peel" texture. This is to assure the adhesive has a thorough application.

Non-Porous surfaces

The surface must be clean and free from all contaminants. Using a 3/8" nap roller, apply a medium coat of iGrip LockSet leaving a slight "orange peel" texture. Make sure the coat is even. **A test bond must be performed to ensure the adhesive adheres properly to the substrate.** Further floor preparations may be needed to achieve a satisfactory bond.

Sustainability: Regardless of the type of wood, concrete or cement-like material used as a base for IVC US LVT Glue Down, the responsibility for its use or suitability rests with that product's manufacturer or specifier and not with IVC US.

Moisture Testing: Moisture testing of concrete slabs is required to be performed in strict accordance with the latest versions of ASTM F2170 to determine in-situ Relative Humidity (RH), and for moisture vapor emission rate (MVER) per ASTM F1869. iGrip LockSet must only be applied to properly prepared or bare concrete substrates in acclimated conditions according to these installation guidelines.

For concrete, MVER in-situ Relative Humidity readings of 90% RH or less (per ASTM F1869). Calcium Chloride must be 8 lbs. or less (per ASTM F2170). In addition, pH must be between 7.0 – 10.

Inspection of flooring material prior to installation is required. Any defects should be immediately reported to the retail store from which the flooring was purchased before installation. IVC US will not be responsible for labor costs to repair or replace material with defects that were apparent before or noticed at the end of an installation.



PLEASE NOTE: If removal of existing resilient floor covering is required, follow all recommended Resilient Floor Covering Institute (RFCI) work practices at www.rfci.com.

IVC US only recommends the use of Portland cement based products as a satisfactory patching or leveling compound for the installation of all IVC flooring products.

Common Uses

- Leveling Substrates
- Embossing existing resilient floor, ceramic tile or VCT
- Filling holes
- Leveling non water-soluble adhesives
- Filling cracks
- Filling saw cuts and/or construction joints

Do not fill actual expansion joints or other moving joints with elastomeric fillers that are designed to absorb movement in concrete slabs. Cementitious underlayment, patches and resilient flooring installed across true expansion joints will often buckle or crack when the slabs move. Usually architects will specify expansion joint covers for the use with various floor coverings.

Cutting

Tiles and planks may be cut with a small tile cutter or scored and snapped.

Start of Installation – Planks/Tiles

When using planks/tiles from two or more cartons, check to be sure all pattern and lot numbers are the same to ensure proper color match. On larger installations, open several cartons and mix them as they are installed to help blend any slight shade differences from one carton to the next.

Products with directional arrows on the back should be installed with the arrows all pointing in the same direction unless you are installing custom layouts.

Before installing the material, plan the layout so plank/tile joints fall at least 6 inches (15 cm) away from subfloor and underlayment joints. Find the center point in the room. Divide the room into equal quadrants by marking two perpendicular lines on the subfloor intersecting at the center point. Depending on your layout you may also start your row along a wall. Since walls are not always straight, snap a chalk line. Do not install over expansion joints

Application:

A roll-on application method is necessary using a 3/8" nap roller to achieve a smooth even full-spread coating. Spread rate and drying time of the adhesive will depend on the porosity and texture of the substrates and the ambient temperature, humidity, and air flow. Once the coating has dried, it must be kept clean and apart from any contact with other surfaces until ready to begin the bonding process.

Do not spread more adhesive than can be covered in a four-hour period after the adhesive has dried.

Installation:

Once the iGrip LockSet has **completely dried**, carefully position the flooring to achieve a precise fit and proper alignment before securing. Once in place, use a hand roller to secure the LVT in place. When the tiles or planks are down, roll the entire assembly in both directions with 100 lb. roller to achieve full adhesive contact. Note: After the assembly is rolled, re-positioning is usually not possible. Clean up spills and drips with a clean cloth dampened with water. Dry adhesive may require the use of an appropriate solvent cleaner.

NOTE: Normal traffic on flooring installations may resume as soon as the installation is completed. Wait at least 72 hours before full cleaning and polishing.

For additional information contact our Technical Services Department 1-888-225-8287, Option 5



IVC US Commercial Spray Adhesive Installation Guide – Glue Down

IVC US Commercial iGrip Spray Adhesive Installation Guide - LVT

iGrip Spray Adhesive is recommended to be used with IVC US LVT Glue Down products for commercial installations.

Acceptable Underlayments:

- Wood underlayment (both porous and non-porous)
- Metal
- Fiberglass
- Terrazzo (well bonded & properly prepared)
- Existing properly prepared vinyl composition tile
- **Concrete substrates** — Concrete can be up to 93% in-situ Relative Humidity as determined per latest version of ASTM F2170, and pH up to 11.0. Follow concrete substrate preparation guidelines as outlined in ASTM F710.

NOTE: IVC US will not warrant or accept responsibility of any kind for flooring failures related to the use of unacceptable substrates and surfaces.

Storage and Handling

Acclimate the flooring and spray adhesive a minimum of 48 hours before installation in the area it is to be installed. Conditions between 65°F and 85°F (18°C and 29°C), and the humidity below 65%, are required before, during and after testing and installation. *In addition, the installation site must be acclimated with HVAC in operation.* Cartons should be evenly stacked no more than five high on a flat surface and away from any heating/cooling ducts or direct sunlight. Do not allow iGrip Spray Adhesive to freeze. Do not expose iGrip Spray Adhesive to temperatures exceeding 115°F (46°C). Prolonged exposure to heat or direct sun may cause container to burst.

Floor Preparation:

Floor must be clean, smooth, flat and dry. Remove all foreign substances such as wax, grease, dirt, construction marks and contaminants, and any substance or chemical that would interfere with a good bond. Avoid using sweeping compounds. Do not install over substrates that have been chemically cleaned.

Sustainability: Regardless of the type of concrete or cement-like material used as a base for IVC US LVT with Spray Adhesive, the responsibility for its use or suitability rests with that product's manufacturer and not with IVC US.

Moisture Testing: It is the responsibility of the flooring contractor and the installer to test all concrete substrates, both old and new, for moisture using in-situ probes, which should be less than 93% RH per ASTM F2170 before, during and after installation.

These acceptable moisture readings are only applicable when using iGrip Spray Adhesive.

PH LEVELS: pH levels must not exceed 11.0.

Application:

Approximate coverage is approximately 140 square feet per 22 ounce can. However, actual coverage will depend on substrate. Be sure to achieve full adhesive coverage. Measure each portion of the installation into 140 square foot grids and apply one can of adhesive to each grid area.

NOTE: It is up to the end user to determine the coverage that is appropriate for flooring and job site conditions. Bond testing prior to the installation will help identify the appropriate application rate, open and working time, and any potential bonding problems to the substrate flooring.



IVC US Commercial Spray Adhesive Installation Guide – Glue Down

Inspection of flooring material prior to installation is required. Any defects should be immediately reported to the retail store from which the flooring was purchased before installation. IVC US will not be responsible for labor costs to repair or replace material with defects that were apparent before or noticed at the end of an installation. The job site and all flooring material and adhesive must be kept for 48 hours before, during and after installation between 65° F and 85° F (18° and 29°C), and the humidity below 65%.

PLEASE NOTE: *If removal of existing resilient floor covering is required, follow all recommended Resilient Floor Covering Institute (RFCI) work practices at www.rfci.com.*

Start of Installation — Planks/Tiles

When using planks/tiles from two or more cartons, check to be sure all pattern and lot numbers are the same to ensure proper color match. On larger installations, open several cartons and mix them as they are installed to help blend any slight shade differences from one carton to the next.

Products with directional arrows on the back should be installed with the arrows all pointing in the same direction unless you are installing custom layouts.

Before installing the material, plan the layout so plank/tile joints fall at least 6 inches (15 cm) away from subfloor and underlayment joints. Find the center point in the room. Divide the room into equal quadrants by marking two perpendicular lines on the subfloor intersecting at the center point. Depending on your layout, you may also start your row along the wall. Since walls are not always straight, snap a chalk line. Do not install over expansion joints.

Step 1

Shake can well before each use. Point can downwards, and press the side of the nozzle tip as you slowly walk back and forth.

Do not use a sweeping motion as this will create uneven coverage. Clean up drips. It is especially important when installing luxury vinyl tiles or planks to be sure to achieve full coverage. When using on a non-porous substrate, a lighter application may be necessary.

Step 2

Allow adhesive to dry completely with no transfer to fingers when lightly touched. Open time will vary depending on the adhesive coverage, substrate porosity and the ambient conditions. Working time for the adhesive should not exceed 4 hours.

Step 3

Install all planks/tiles with directional arrows pointing in the same direction. Install the field area first.

Step 4

Apply adhesive to the remaining portion of the room, allow adhesive to dry and complete the installation.

Step 5

Roll the installed flooring in four directions **immediately** after completing installation using a 100 lb. roller (45 kg.) (minimum). Use a hand roller under toe kicks and other hard to get areas.

Safety and Clean Up:

Any wet adhesive overspray should immediately be cleaned with soap and water with a clean, white cloth. Dried adhesive may require the use of a solvent adhesive cleaner. Between uses, clean the spray immediately with a clean wet cloth to prevent accumulation of dried adhesive. Empty aluminum spray cans should be relieved of excess pressure and disposed of or recycled in accordance with local requirements.

NOTE: Traffic may be allowed as soon as the installation, finishing and clean-up are complete. Drying time will vary depending on temperature and humidity.

IVC US LVT Care & Maintenance Guide – Commercial

Your IVC US LVT flooring will provide years of carefree use. You will find that it is not only beautiful, but durable. It is also much easier to maintain than most other flooring products, thanks to its tough protective finish and moisture resistance. It only takes a few simple care and maintenance steps to keep your IVC floor looking beautiful for years to come.

Commercial Care & Maintenance Guidelines

To help keep your commercial flooring clean using the Commercial Care and Maintenance Guide, there are three proper care and maintenance methods, which are as follows:

1. No Polish, No Buffing Maintenance Method
2. Machine Spray Buff Maintenance Method
3. Polish Maintenance Method

Chose which method is most appropriate and following the respective care and maintenance guidelines below.

No Polish, No Buffing Maintenance Method

Preventative Maintenance:

- When moving heavy items/objects, always lift and never slide them across the surface of your IVC US flooring. Always use strips of hard board or plywood when using furniture glides, carts, and/or dollies with wheels.
- Furniture legs should be equipped with large non-staining flat surface protectors or glides.
- IVC US recommends that you protect your IVC US LVT flooring with heavy cardboard or craft paper on construction sites where other trades are active. (Never place the printed side of any material against your floor).
- Never use asphalt-saturated felt paper (roofing felt) to protect your floor.
- **CAUTION:** Rubber-backed mats may cause permanent staining when placed directly on the LVT. Place walk-off mats/rugs outside the entrances to the building to capture soil particles prior to entering the environment. Use non-staining mats/rugs inside the entrances if outside locations are not feasible.
- Some solutions contain chemicals that may permanently stain or damage flooring if not cleaned up immediately. Asphalt driveways (particularly those recently installed or resealed with asphalt type sealers) can cause permanent staining in high traffic areas.
- Allow adhesive and sealers to cure a minimum of 48 hours before cleaning your IVC US LVT floor. If this is not possible, avoid over wetting or saturating.
- Remove scuffs and any adhesive smears with a clean cloth dampened with mineral spirits. Immediately clean the area using a neutral pH floor cleaner to remove any residue remaining from the mineral spirits.

Daily Maintenance:

- Sweep or dust with an untreated dust mop daily to remove loose soil contaminants.
- Spills should be cleaned up immediately.
- Never use sweeping compounds or oil treated mops.
- Damp mop with a neutral pH floor cleaner using overlapping strokes.
- Rinse the mop frequently and changing the rinse water often as needed.
- Avoid over wetting the floor.
- Allow floor to dry before allowing any foot traffic on the cleaned area.

PLEASE AVOID:

- The use of detergents, abrasive cleaners or “mop and shine” products. These products may leave a residue on your floor or scratch the surface.
- Applying paste wax or solvent-based polishes.
- Using highly abrasive scrubbing tools, pads, etc.

REMEMBER TO:

- Clean floors on a regular schedule (additional cleaning, when needed).
- Use a clean mop head.
- Rinse the mop head often to remove soil particles and build up.
- Replace rinse water frequently to keep it clean.

Tips – Dealing With Spills

- Food and beverage, chemicals and other foreign matter need to be cleaned immediately to avoid staining:
 - Wipe up spills with an absorbent cloth.
 - Wash thoroughly with a neutral pH floor cleaner until the spill is completely clean.
 - Rinse with clean water and allow to dry completely.
- Always follow the neutral pH cleaning instructions and comply with safety warnings.

Machine Spray Buff Maintenance Method

NOTE: ALL BUFFING TYPE EQUIPMENT MUST BE LOW SPEED (450 RPM OR LESS)

- Follow the **Preventative Maintenance** and **Daily Maintenance** instructions listed above in the No Polish, No Buffing Maintenance Method prior to using buffing machinery:
 - If normal maintenance incorporates the use of a low speed scrubber, the machine should be fitted with a **WHITE** pad. (Never use darker colored pads, as they are more abrasive).
 - Spray cleaning may also be used to maintain the surface appearance. Pour the manufacturers recommended mixture using a neutral pH floor cleaner into a suitable spray container.
 - Apply solution onto an area, approximately 20 square feet at a time. Use a low speed rotary (450 RPM or less) buffing machine fitted with a **WHITE** scrubbing pad.
- Work in parallel overlapping passes until the floor is clean.
 - Rinse with clean water and mop as needed to remove residue.
 - **DO NOT** continue buffing after the floor has dried as this may burnish the flooring.
- A neutral pH floor cleaner is the recommended product to maintain your IVC US LVT flooring.
- IVC US recommends following the manufactures’ specific instructions for maintenance products and to comply with all safety warnings. IVC US does not warrant other manufacturers’ maintenance products. Any claim associated with the use of another manufacturer’s product will not be considered part of the Commercial warranty.

Polish Maintenance Method

- Prior to applying polish to a newly installed LVT floor, it is required that the floor be thoroughly cleaned with a neutral pH floor cleaner, manufactured for use on commercial LVT products.
- An auto-scrubber or slow speed scrubbing machine using a tan pad or soft bristle brush can be used for cleaning.
- Rinse thoroughly and allow the floor to dry fully before applying polish.
- Apply two or more coats of commercial floor polish, allowing for adequate dry time between coats. The floor polish used must be manufactured for use on commercial LVT products.
- Please follow the commercial floor polish manufacturer’s instructions carefully.



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 US 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).