



## PRODUCT CARE & WARRANTY

Evoke floors have a durable finish that is designed to provide years of protection and easy care. Some simple care and maintenance procedures will help to keep your Evoke floor looking its best and help to protect it from unnecessary wear and damage.

- Sweep or vacuum the floor regularly to keep it clean and free of dust, sand and other abrasive materials.
- Place area rugs or doormats at entryways to help prevent sand, grit, oils, dirt and other abrasive materials from being tracked onto the floor surface from outdoors.
- Place protective mats at high-use work areas such as sinks, ranges, service counters and workstations.
- Your new VCC flooring is not affected by water but it is always a good idea to wipe up any moisture on the floor quickly so that it does not work its way into any other areas where it may cause damage or cause a slipping hazard.
- Ensure that environmental conditions are maintained with a temperature range of 65-85°F (18-30°C) and humidity at 30-50% at all times. Problems resulting from exposure to improper environmental conditions are not covered by the product warranty.
- If the floor is installed over a radiant heating system, never allow the surface temperature of the floor to exceed 82°F (28°C). Avoid dramatic temperature changes; always adjust the system gradually in 5° increments. It is recommended that a dedicated quick recovery thermostat be installed to allow the temperature of the radiant heating system to be accurately controlled.
- Put felt protector pads on the feet of all furniture, display stands, file cabinets and other accessories that will be placed directly onto the floor surface. Inspect regularly for wear and replace as necessary.
- Avoid letting sharp or pointed objects come into contact with the floor surface.
- In areas where direct or extreme sunlight occurs use window coverings or drapes to avoid overheating the flooring and prevent fading.
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### CLEANING

- Sweep or vacuum the floor regularly to keep it free of dust, grit and other abrasive materials.
- Blot up any food, drink or liquid spills immediately.
- For more thorough cleaning, use Therapy by Kentwood Spray Cleanser (available at your Evoke dealer) or other floor cleaning solution approved for use with laminate flooring.
- Do not use any household cleaners, oils, soaps, waxes or any abrasive materials or scouring agents on the floor.
- Do not use steam cleaners and/or other products that will over-wet or flood the floor.

Failure to follow these instructions may void the product warranty.

Questions? Visit [evokeflooring.com/faq](http://evokeflooring.com/faq) or email [info@evokeflooring.com](mailto:info@evokeflooring.com)

### UV COATING

Evoke VCC comes with a UV coating to reduce the effects of the sun however in areas where prolonged or extreme sunlight occurs use window shades or drapes to reduce exposure. It will not only help prevent the environment and floor from overheating, it will also help to prevent fading or discoloration to the surrounding furnishings, artwork and flooring.

### PRODUCT WARRANTY

This warranty applies to the original purchaser and the original site of installation only. The conditions and terms of this warranty are as stated herein and may not be altered by any dealer, installer, agent or distributor of Evoke flooring.

#### MANUFACTURING WARRANTY

Evoke warrants that Evoke flooring shall not contain manufacturing defects in excess of industry standards (5% of total flooring quantity). If manufacturing defects are present in excess of industry standards, the defective pieces should be returned to the original place of purchase PRIOR TO INSTALLATION. If Evoke deems the flooring to be defective, Evoke will replace it with an equivalent quantity of the same or similar product at no charge to the customer. If Evoke is unable to furnish an equivalent replacement product, Evoke may, at its sole discretion, elect to refund to the customer a portion of the original purchase price equivalent to the value of the defective portion of the floor. Under no circumstances will the value of a warranty claim exceed the original purchase price of the product.



It is the responsibility of the customer to inspect all pieces of flooring for defects prior to installation. Flooring that has been installed will be deemed to have been accepted by the customer and will not be eligible for replacement. Evoke accepts no responsibility for labor costs incurred to remove or install products.

## FINISH WARRANTY

**Limited Lifetime Residential Warranty:** When installed in a residential application, Evoke warrants that the decorative surface on Evoke VCC floors will not fade, stain or wear through under normal residential traffic conditions and use.

**Commercial Warranty - Vivid Collection:** When installed in a light commercial application, Evoke warrants that the decorative surface on Evoke VCC - Vivid Collection floors will not fade, stain or wear through for a period of 12 years from the date of purchase under light commercial conditions and use. Light commercial applications include salons, professional business offices and reception areas, multi-family buildings such as condos/apartments, light retail or specialty stores and boutiques. Evoke VCC floors are not recommended for food and beverage service operations, or heavy duty retail stores (eg: food, drug and hardware stores); use in such applications will not be covered by this warranty.

**Commercial Warranty - Vital Collection:** When installed in a light commercial application, Evoke warrants that the decorative surface on Evoke VCC - Vital Collection floors will not fade, stain or wear through for a period of 3 years from the date of purchase under light commercial conditions and use. Light commercial applications include salons, professional business offices and reception areas, multi-family buildings such as condos/apartments, light retail or specialty stores and boutiques. Evoke VCC floors are not recommended for food and beverage service operations, or heavy duty retail stores (eg: food, drug and hardware stores); use in such applications will not be covered by this warranty.

If wear-through does occur within the warranty period, Evoke will, at its sole discretion, either repair the affected portion of the floor or replace it with an equivalent quantity of the same or similar product at no charge to the customer. If Evoke is unable to repair the product or is unable to furnish an equivalent replacement product, Evoke may, at its sole discretion, elect to refund to the customer a portion of the original purchase price equivalent to the value of the affected portion of the floor. This is the sole remedy provided by this warranty. Any other incidental or consequential damages or costs incurred by the customer as a result of the imperfect piece of flooring, including any labor costs incurred to remove and re-install affected portions of flooring, will not be covered by this warranty. Isolated areas of surface wear in high traffic areas (doorways, hallways, service counters, workstations, etc) are not considered normal wear through and are not covered by this warranty. Surface wear on moldings and accessory pieces (transitions, stairnoses, etc) is not covered by this warranty.

Changes in gloss levels are not considered surface wear-through, nor is it considered surface wear. Excessive wear along the edges and bevels of individual boards (within 1/8" / 3mm of the edge of the panel) is not covered by this warranty. Scratches, indentations, marks, stains or other damage caused by negligent or accidental exposure to pebbles, grit, sand or other abrasives, pets, insects, high heeled or cleated shoes, fire, product spills, excessive moisture, heat or dryness are not considered normal wear and are not covered by this warranty.

There are no other express or limited warranties except as set forth above.

## WARRANTY EXCLUSIONS AND CONDITIONS

Installation must be performed in accordance with the installation instructions included with the product and in accordance with local building codes. Evoke floors are for indoor residential or light commercial use only.

Environmental conditions must be maintained as specified, with a temperature of 65-85°F (18-30°C) and humidity at 30-50% at all times. Problems resulting from exposure to levels of heat and/or humidity other than those specified herein are not covered by this warranty.

Where the flooring is installed over a radiant heating system, the installation must conform to the manufacturer's Special Instructions for Installations Over Radiant Heat, including the placement of approved underfloor heat sensors. After installation, the system must be controlled so that the surface temperature of the floor does not exceed 82°F (28°C) and any changes in temperature are applied gradually to avoid shocking the floor.

Care and maintenance must be carried out in accordance with manufacturer's instructions. These warranties are not transferable. No installer, retailer, distributor or agent of Evoke flooring has the authority to alter the terms or conditions of these warranties.

These warranties provide no express or implied coverage against:

- Scratches, indentations, marks, stains or other damage caused by negligent or accidental exposure to pebbles, grit, sand or other abrasives, pets, insects, high heeled or cleated shoes, fire, product spills, excessive moisture, heat or dryness
- Problems arising from failure to follow manufacturer's written installation, care and maintenance instructions
- Excessive wear along the edges and bevels of individual boards (within 1/8" / 3mm of the edge of the panel)
- Expansion and contraction between boards or any other problems arising from exposure to improper heat and humidity levels



The foregoing is the complete and exclusive statement of the express warranties provided herein and is in lieu of all the other express and / or statutory warranties by the manufacturer, to the extent provided by law. Evoke assumes no liability for incidental or consequential damages arising from the use or non-use of the product. However, some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state or province to province. The sole remedy provided by this warranty is the repair of imperfect products or replacement of imperfect products with an equivalent quantity of the same or similar product. If Evoke is unable to repair the product or is unable to furnish an equivalent replacement product, Evoke may, at its sole discretion, elect to refund to the customer a portion of the original purchase price equivalent to the value of the affected portion of the floor. This warranty does not cover any labor costs incurred to remove or re-install products. Under no circumstances will the value of a warranty claim exceed the original purchase price of the product.

## **CLAIM PROCEDURE**

Claims must be submitted in writing to the Evoke dealer where the product was purchased. Please include a copy of the original sales receipt and a photograph showing the cause of claim. In the event of a claim for an installation over radiant heat, please consult the manufacturer's Special Instructions for Installations Over Radiant Heat.