

## FLOOR CARE & PRODUCT WARRANTY

### FLOOR CARE

Evoke Surge floors have a commercial-grade AC-5 class finish that is designed to provide years of protection and easy care in both residential and commercial applications. Some simple floor care 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.
- Ensure that environmental conditions are maintained with a temperature of 60-80°F (16-26°C) and humidity at 30-50% at all times. Problems resulting from exposure to improper environmental conditions are not covered by the product warranty.
- 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.
- 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°F (2°C) increments.

### MOISTURE PROTECTION

Evoke Surge floors are guaranteed to withstand exposure to surface moisture and liquid for 24 hours or more without damage to the floor and have been further tested to withstand repeated exposure for 100+ hours. However, it is recommended that any spilled food, drink or other liquid be cleaned up as quickly as possible. Place trays or mats under any standing containers like plant pots or water dishes.

Installations in 'wet rooms' (kitchen, bath, laundry) must have waterproof silicone caulking applied wherever the floor meets a vertical object (molding, baseboard, cabinetry) or sits under a standing fixture (sink, toilet, doorframe) as described in the installation instructions.

The floor is not warranted against excessive exposure to liquid such as flooding, excessive mopping, burst pipes, etc. The floor is not warranted against any exposure to moisture originating in the substrate.

### COMMERCIAL APPLICATIONS / HEAVY LOAD SPECIAL INSTRUCTIONS

To avoid gapping between planks, or separation of seams, in installations in commercial applications or spaces where the flooring will be subjected to heavy rolling loads (retail displays, motorized wheelchairs/scooters etc.), we require a Tongue & Groove adhesive (similar to Decco 18 T&G) to be used in the END JOINTS of each plank. Long side joints do NOT require adhesive, unless the joint has been modified or removed completely (installing under doorways etc.). To subject our flooring to heavy loads without the use of the additional adhesive in the end joint, or in the modified/removed side joints, may void the product warranty.

Evoke Surge is designed for easy, snap-together installation using the 'drop & lock' method. Evoke Surge flooring can be installed:

- in rooms on, above or below ground level
- over plywood, OSB or concrete subfloors
- directly over most existing hard surface flooring
- over compatible radiant heating systems

An underlay is required for all Surge installations, and in certain circumstances a vapor barrier may also be required.

## CLEANING

### DO:

- Sweep or vacuum the floor regularly to keep it free of dust, grit and other abrasive materials.
- Clean up spills within 24 hours.
- For more thorough cleaning, use Therapy by Kentwood Spray Cleanser (available at your Evoke dealer or online at [evokeflooring.com](http://evokeflooring.com)).

### DO NOT:

- Use general household cleaners, oils, soaps, waxes or any abrasive materials or scouring agents on the floor.
- Use topical gloss coatings or surface protection products on the floor.
- Use steam cleaners, wet mops or other pre-moistened cleaning aids on 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)

## 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.

## **WATERPROOF WARRANTY**

Evoke warrants that Surge waterproof flooring will not be affected by surface liquid spills caused by everyday surface spills, wet shoes, drips from around sinks and tubs, etc provided the liquid is removed from the surface in a timely manner. Surge floors are protected against damage from spilled liquid for 24 hours as stipulated by the North American Laminate Flooring Association (NALFA) with additional 100 hr surface water protection. For more information please visit [evokeflooring.com/surge100hour](http://evokeflooring.com/surge100hour)

- Installations in 'wet rooms' (kitchen, bath, laundry) must have waterproof silicone caulking applied wherever the floor meets a vertical object (molding, baseboard, cabinetry) or sits under a standing fixture (sink, toilet, doorframe) as described in the installation instructions. This warranty excludes damage caused by water or moisture originating from below the flooring.
- This warranty excludes damage caused by flooding, running water, wet mopping and steam cleaning.

## **FINISH WARRANTY - RESIDENTIAL**

When installed in a residential application, Evoke warrants that the decorative surface on Surge floors will not fade, stain or wear through under normal residential traffic conditions for a period of 30 years.

## **FINISH WARRANTY - COMMERCIAL**

- When installed in a commercial application, Evoke warrants that the decorative surface on Surge floors will not fade, stain or wear through under moderate to heavy traffic conditions for a period of 5 years.
- In commercial applications, Surge may be used in locations where moderate to heavy customer traffic is expected, including but not limited to offices, retail stores and restaurants, medical/dental clinics, salons, etc. Surge should not be installed in locations where there is frequent exposure to spilled liquids (bars, public washrooms, etc) or heavy rolling loads (warehouses, hospitals, big box stores, etc).
- 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, 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 'Surge' wood composite core (WCC) flooring is for indoor use in residential and selected commercial applications.

Environmental conditions must be maintained as specified, with a temperature of 60-80°F (16-26°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 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, 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
- Damage caused from excessive moisture (above or below the flooring) including but not limited to flooding, running water, excessive mopping or any standing liquid left for an unreasonable length of time.

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 reinstall 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.