

EVOKE™
flooring that can take it

**SPC/WPC CARE, MAINTENANCE
AND WARRANTY GUIDE**

Evoked flooring must be cared for and maintained in accordance with the following instructions. Failure to do so may void the product warranty.



METROPOLITAN

SINCE 1992

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FLOOR CARE & PRODUCT WARRANTY

FLOOR CARE

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.
- Do not use rubber-backed or latex-backed mats unless they are marked “colorfast” by the manufacturer of the mat. Chemicals contained in the non-slip backing may permanently stain the floor; such staining is not covered under 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.
- Evoke SPC/WPC 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 a temperature range of 60°- 80° F (15°- 26° C) is maintained while living on the floor.
- Special instructions for 3-season environments for SPC products only—does not apply to WPC products: When shutting off the heat in the building for the winter season, steps should be taken to avoid walking on the floor once the temperature is allowed to drop below 50°F (10°C). Failure to do so can result in damage to the locking mechanism of the floor. When floors are brought back into service after having been exposed to temperatures below freezing, they should be returned to a minimum temperature of 50°F (10°C) for at least of 72 hrs prior to being walked on.
- Radiant Heat Systems: Evoke SPC/WPC floors are suitable for installation over compatible in-floor radiant heat systems. As per our installation instructions: “It is the homeowner’s responsibility to determine if the radiant heat system used is compatible for use under the floor installed. We recommend that the homeowner contact the system manufacturer and get written confirmation that the system is approved for use with SPC/WPC flooring and under what operating conditions.”
- After installation over a Radiant Heat System, Evoke recommends that the surface temperature of the floor never be allowed to exceed 82°F (28°C) and that changes in temperature be moderated in increments of 5°F (2°C) to avoid ‘shocking’ the floor. Where possible, we recommend the use of a data logger to monitor and record temperature and humidity conditions; this provides a record of the environmental conditions and may also help take preventive measures where conditions are outside of recommended levels.
- Exposure to direct sunlight creates extreme hot spots on the floor. Repeated or prolonged exposure can result in damage to those areas. Damage can include, but is not limited to buckling, warping and or joint breakage / separation. It is the customer’s ultimate responsibility to control and maintain the home’s environment. This should include the use of windows coverings, blinds or drapes to block out this sort of extreme heat, as well as opening doors or windows to allow for air flow / exchange. Damage caused from negligence as a result of extreme heat is not covered under this warranty.
- Evoke SPC/WPC 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.

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 to avoid staining.
- For more thorough cleaning, use Therapy by Kentwood Spray Cleanser (available at your Evoke dealer) or other pH neutral floor cleaning solution approved for use with Luxury Vinyl flooring.
- Do not use any household cleaners, oils, soaps, waxes or any abrasive materials or scouring agents on the floor.
- Avoid the use of steam-cleaners as they may damage the floor.

Failure to follow these instructions may void the product warranty.

Questions? Visit evokeflooring.com/faq or email 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.

FINISH WARRANTY

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

Commercial Warranty: Keyway, Runway, Terrace, Valor and Vigor Collections: When installed in a light commercial application, Evoke warrants that the decorative surface on these collections will not stain or wear through for a period of 15 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 SPC/WPC 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: Bridge, Spark, Vital, and Vivid Collections: When installed in a light commercial application, Evoke warrants that the decorative surface on collections will not stain or wear through for a period of 8 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 SPC/WPC 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.

Collection	Core Type	UV Coating	Overall Thickness	Wear Layer	Residential Warranty	Commercial Warranty
Bridge	SPC	PU*	5mm	12 mil	Lifetime residential	8 light commercial
Keyway	SPC	PU*	5mm	20 mil	Lifetime residential	15 light commercial
Runway	SPC	PU*	6mm	20 mil	Lifetime residential	15 light commercial
Spark	SPC	PU*	5mm	12 mil	Lifetime residential	8 light commercial
Terrace	SPC	PU*	5mm	20 mil	Lifetime residential	15 light commercial
Valor	SPC	PU*	6mm	20 mil	Lifetime residential	15 light commercial
Vigor	SPC	PU*	6mm	20 mil	Lifetime residential	15 light commercial
Vital	WPC	PU*	6.5mm	12 mil	Lifetime residential	8 light commercial
Vivid	WPC	PU*	6.5mm	12 mil	Lifetime residential	8 light commercial

*polyurethane

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, stair-noses, 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 expressed 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 60°-80°F (18°-30°C) 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 negligence 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 between boards or any other problems arising from prolonged exposure to excessive heat
- Fading and discoloration caused by exposure to extreme direct sunlight

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.