

General Product Questions

1. What is laminate flooring?

The core of Mohawk Home® waterproof laminate floors is a highly engineered HDF board (high density fiberboard). This core is covered with a design layer and a transparent overlay to protect against wear and tear. Underneath, a barrier layer slows subfloor moisture penetration and is engineered to create a balanced and stable construction. The design layer is a photo of wood that is printed on paper. This is covered with a very strong and transparent protective overlay layer. All of these layers are pressed on the HDF core under high pressure and temperature. In addition, a wood texture is also pressed (embossed) into the top layer. The highly refined printing technique and texture means that you can hardly tell the difference between the photo and real wood. So, you can have a wood-look floor in your home without sacrificing valuable trees. In addition, you don't have to worry about the disadvantages of a wood floor. Laminate floors are easy and fast to install, provide superior lifelong durability and are easy to clean.

2. What if I have allergies?

Thanks to the closed surface of Mohawk Home waterproof laminate floors and the tight locking system connecting the planks, there's nowhere for dust and allergens to hide. Moreover, Mohawk Home floors are easy to clean. Dust mites and other allergy-causing organisms cannot survive on clean laminate floors. This will help protect your home from allergens. To maintain good hygiene, it is essential that you always follow the care and cleaning instructions for Mohawk Home waterproof laminate floors. Do not use products that contain any wax or varnish as this will leave a haze on the floor that is very difficult to remove.

3. I have kids, a dog and a lot of traffic, how durable are Mohawk Home waterproof laminate floors?

Our waterproof laminate floors meet the North American Laminate Flooring Association (NALFA) performance standards. To learn more about these standards, visit NALFA's website. Mohawk Home waterproof laminate floors are made with an AC-4 protective overlay, meaning they meet the standards for light commercial use. Plus, our added SplashDefense protection provides waterproof, worry-free floors for lifetime protection against spills, splashes and pet accidents. For you, this all means our products are waterproof, wear resistant, impact resistant and stain resistant.

4. Where can I get moldings and other accessories?

Coordinating moldings are available on [costco.com](https://www.costco.com). In addition, you can contact our dedicated Costco Customer Service at mohawkhomecenters_costco@mohawkind.com or 1-888-459-9220 for questions and other accessory purchases. Only Mohawk Home moldings are designed specifically to coordinate with your Mohawk Home floor.

5. How does Mohawk Home with SplashDefense® work?

Mohawk Home with SplashDefense uses a combination of proprietary features to create waterproof, worry-free floors for lifetime protection against spills, splashes and pet accidents. The joint system, edge profile and perimeter coating in combination create SplashDefense technology.

6. Can Mohawk Home with Splash Defense be installed in any room?

Mohawk Home can be install below, on or above grade and can be installed in rooms that have a solid and flat floor. However, it should not be installed over any floor with a sump pump or in a room with a floor drain. Mohawk Home with SplashDefense can also be installed in bathrooms and kitchens with proper watertight perimeter seal.

7. Can Mohawk Home with SplashDefense be installed in a basement?

Yes, provided the basement meets all requirements specified in the installation instructions. This includes acceptable subfloor moisture levels. Do not install over any floor with a sump pump or in a room with a floor drain.

8. Is my floor warranted if my bathtub overflows?

No. The Mohawk Home with SplashDefense limited lifetime warranty applies to everyday household spills only. Flooding, standing water, leaking pipes, mechanical failure and appliance leaks are examples of events not covered under the warranty.

9. Is my floor warranted for pet accidents?

Yes. Mohawk Home waterproof laminate floors with SplashDefense protect against pet accidents.

10. Is Mohawk Home with SplashDefense safe to use in my home?

Yes. All Mohawk Home floors are subjected to rigorous tests that are designed to ensure that all Mohawk Home products meet the highest standards and do not harm interior air quality. Please see Quality and Safety section below or visit Costco.com for additional details.

Pre-installation Questions

1. How many cartons of flooring will I need for my installation?

Measure the length and width of your room, add 5% for cutting waste and divide by the square foot in each box. Round this number up to the nearest carton. The quantities for each carton can be found on costco.com or on the product packaging.

$$\text{Calculation: } (\text{Room Length} \times \text{Room Width}) \times 1.05$$

$$\text{Sq. ft./carton}$$

For Example: For a 12' x 15' room with Mohawk Home Woodmill Oak with 18.14 sq. ft./carton, you will need 11 cartons.

$12 \text{ ft. L} \times 15 \text{ ft. W} = 180 \text{ sq. ft.} \times 1.05 = 189 \text{ sq. ft.} / 18.14 = 10.42. \text{ Round up} = 11 \text{ cartons.}$

Note: If you have detailed floor or a fancy pattern like a 45-degree run, add 10% instead of 5%

2. How much flooring should I buy?

Available Mohawk Home decors can change from season to season, so be sure to purchase enough flooring to finish out your installation and enough extra to perform any possible future repairs or additions (we recommend purchasing an extra 10-15%).

To purchase flooring products previously sold in Costco warehouses, please contact Customer Service at mohawkhomecenters_costco@mohawkind.com or call 1-888-459-9220 to inquire about availability.

3. Are there any special tools required to install Mohawk Home with SplashDefense?

No, Mohawk Home with SplashDefense can be installed with standard laminate flooring installation tools.

4. What underlayment should I use under Mohawk Home with SplashDefense?

Mohawk Home with SplashDefense includes a premium attached underlayment for easy installation. No additional underlayment is required.

5. Do I need to use a moisture barrier under Mohawk Home with SplashDefense?

A moisture barrier is required over a concrete subfloor.

6. Why do I need to seal the perimeter?

Mohawk Home waterproof laminate floors with SplashDefense are engineered to withstand everyday household spills on the top surface of the floor. Once planks are cut during installation this protection is removed from the cut edges. Therefore, perimeter sealing is required to maintain the Mohawk Home with SplashDefense spill protection. This keeps moisture on top of the floor and away from the unprotected cut edges.

7. What is a PE foam backer rod and why do I need to use it?

PE foam backer rod is a common construction material used to fill large gaps prior to sealing or caulking. For Mohawk Home waterproof laminate floors with SplashDefense, the PE foam backer rod is used to fill the required 3/8" expansion space to provide support under the 100% silicone sealant used to seal from the floor surface to the wall. It is highly compressible and will allow the floor to expand and contract as needed.

8. How long will it take me to seal the perimeter?

A rough approximation is 3 linear feet per minute. For example, a 10'x10' (40 linear feet) should take about 13-15 minutes to seal. This will vary based on the specific details of your installation.

9. How much silicone do I need?

A rough approximation is 25 linear feet per 10.1 oz. tube of silicone sealant. The exact consumption will depend on the size and shape of the expansion spaces being sealed.

10. Where can I buy silicone and backer rod?

Both the 3/8" PE foam backer rod and 100% silicone sealant are available at in all major home improvement stores.

Installation Questions

1. Why and how do I use the spacers?

Spacers are used to maintain your expansion gap and are to be removed after installation. They should be adjusted to provide the minimum 3/8" expansion space.

2. Do I need the moisture barrier for installation?

Mohawk Home requires the use of a moisture barrier on concrete subfloors.

3. How do I install Mohawk Home on stairs?

For a detailed, but easy "How To" guide to installing on stairs, contact Mohawk Home Customer Service at mohawkhomecenters_costco@mohawkind.com or 1-888-459-9220. Coordinating transitions, quarter round and stairnose moldings are available through Costco.com.

4. How do you cover gapping around piping, door jambs, or other areas that are exposed?

Use flexible silicone caulking available from major home improvements stores or for further assistance, contact Mohawk Home Customer Service at mohawkhomecenters_costco@mohawkind.com or 1-888-459-9220.

5. Should I remove the tongue prior to placing molding against planks, or planks against walls?

Yes, removing the protruding “tongue” or lower “lip” gives you the full 3/8” expansion space under the transition moldings and wall moldings.

6. Do I need to use a moisture barrier sheeting under my flooring even if it has an attached underlayment on it?

Yes, the attached underlayment is to cushion the floor, reduce noise and mitigate small imperfections in the subfloor surface. It does not prevent subfloor moisture from contacting the underside of the laminate flooring. Even old concrete floors, basements and crawl-spaces can emit moisture. Do not use an additional foam underlayment as a moisture barrier. For further assistance or to order the Mohawk Home Installation Kit, please contact Customer Service at mohawkhomecenters_costco@mohawkind.com or 1-888-459-9220.

7. My wallbase has not been removed and is elevated above the Mohawk Home with SplashDefense surface. How do I properly seal the perimeter?

For some installations (often when replacing carpet), the existing wallbase can remain installed and is elevated off the subfloor. In this case, the Mohawk Home with SplashDefense flooring can be concealed under the wallbase while still maintaining a 3/8” expansion space from the drywall or sole plate. In this situation we recommend using the 3/8” PE foam backer rod as a spacer around the installation. It can remain in place after the installation is complete. Then apply a thin bead of 100% silicone between the wallbase and the laminate surface to create a seal.

8. I have metal door frames that cannot be cut back to conceal the 3/8" expansion space. How do I properly seal at these door frames?

A 3/8" expansion space still needs to be maintained around metal door frames. Fill the expansion space with 3/8" PE foam backer rod and use color coordinated 100% silicone sealant to cover the backer rod.

9. Can I use paintable acrylic caulk/sealant?

No, only 100% silicone sealant should be used. This material will remain flexible over its lifetime and has the proper adherence to the floor and wall surfaces.

10. Should I install the moldings immediately after sealing the perimeter?

It is not required to install the moldings immediately after sealing the perimeter. However, if excessive silicone sealant is used and allowed to cure before installing the moldings it may prevent the moldings from seating properly. In this case, an extra step of cutting away excess sealant will be required. If the moldings are installed immediately after sealing the perimeter, they can be “set” in the uncured sealant and eliminate potential obstruction from cured silicone sealant.

Avoiding Common Mistakes

Keep a full 3/8" expansion space everywhere in your installation. This includes through all doorways, between rooms and halls and around door jambs, cabinets, and under the moldings. Floating floors must have this space in order to properly expand and contract from room to room and season to season.

Use a proper saw blade:

Use a fine-tooth carbide blade. On a circular table saw a minimum of 40-60 teeth is recommended, less teeth may result in rough cuts. Clean cuts depend on the type of saw used. For a fine-toothed handsaw or crosscut saw (pattern side up), or a jig saw (pattern side down), or a table saw (pattern side up), or a circular saw (pattern side down).

Put an expansion space—covered by molding—between rooms, hallways and separated areas:

At places where two rooms or areas join, floors must be able to expand and contract separately. This includes a single room that has a wall or walls protruding well into the room – essentially creating two rooms, a hallway branching off of a room, a large “L” shaped room and rooms wider than 40’ or longer than 40’.

Put felt pads under all furniture and use mats at doors:

Many chairs, tables and appliances have feet that can cause damage to the floor surface. Mohawk Home offers self-adhesive felt pads, available from Customer Service at mohawkhomecenters_costco@mohawkind.com or 1-888-459-9220. We also recommend placing walk-off mats inside door entrances.

Clean up spills quickly:

Clean up spills immediately, and use mats inside and outside of entries to keep your floor clean and dry.

Regular maintenance prevents problems:

The best preventive maintenance is to regularly sweep your laminate floor. In some active households, this could mean daily. The accumulation of dirt and grit can wear the finish on the hardest of laminate floors. Sand and rocks under foot and furniture can scratch any floor.

Occasionally wet mop with water only, using a well wrung out mop; **do not** pour liquid directly on floor or use an excessively wet mop that will puddle or leave moisture standing on the floor. If needed, use a solution of 1 cup of vinegar per gallon of water or 1/3 cup non-sudsing ammonia per gallon of water. **Do not** use abrasive cleaners, detergents, soaps, waxes or polishes.

Many cleaners have detergents that are harmful to laminate and wood floors. Mohawk Home planks are engineered to require little more than sweeping and a light mopping. For soiled floor maintenance, contact Mohawk Home Customer Service at mohawkhomecenters_costco@mohawkind.com or 1-888-459-9220 for a warranted maintenance kit and other accessories.

Maintenance & Repair Questions

1. **There is silicone on the surface of my Mohawk Home with SplashDefense floor. How do I clean it off?**

Cured silicone can be peeled or rubbed off the floor surface with your finger. If the silicone is uncured or if additional cleanup of cured silicone is required use a small amount of acetone or mineral spirits on a clean rag.

2. **How do I replace a damaged Mohawk Home with SplashDefense plank?**

A damaged plank can be replaced by a professional laminate installer using industry standard methods.

3. **Can I use a laminate cleaner on my floor?**

No. Dust mop as primary cleaning method. Occasionally wet mop with water only, using a well wrung out mop. If needed use a solution of 1 cup of vinegar per gallon of water or 1/3 cup non-sudsing ammonia per gallon of water. Do not use abrasive cleaners, detergents, soaps, waxes or polishes.

4. **Can I use a steam mop on my floor?**

No. Do not use vacuum rotating beater bars, floor scrubbers, steamers, jet mops or similar products.

Quality & Safety Questions

1. We have Mohawk Home laminate flooring in our home, is it a possibility that our floors contain dangerous/high levels of formaldehyde?

All Mohawk Home laminate flooring complies with all industry and governmental standards. Mohawk Home brand laminate flooring is in full compliance with the Toxic Substances Control Act (TSCA) Title VI standards for composite wood products. We also regularly check our certifications to make sure they are updated and that all requirements are continuously being met.

2. Are Mohawk Home laminate floors unsafe or dangerous for my family?

Mohawk Home laminate floors are subjected to rigorous, independent testing designed to ensure our flooring products abide to the highest industry and governmental standards – including Toxic Substances Control Act (TSCA) Title VI.

3. Where are Mohawk Home laminate products produced?

All Mohawk Home laminate products are manufactured in the United States, at our manufacturing facilities in North Carolina, and comply with all industry and governmental standards. Mohawk Home flooring is made from components sourced only from the Americas and Europe. Mohawk Home provides quality flooring and career opportunities in the USA.

4. Are any Mohawk Home laminate flooring products manufactured in China?

No. All Mohawk Home laminate products are manufactured in the United States.

5. Are there any components in Mohawk Home laminate products that are made in China?

No. We do not utilize Chinese produced components in our Mohawk Home laminate flooring.

6. Is formaldehyde found in Mohawk Home laminate floors?

Formaldehyde is a naturally occurring substance in all wood products, formed by elements found in our environment like carbon, hydrogen and oxygen. While formaldehyde is naturally occurring, high levels can be harmful to humans. All Mohawk Home laminate products are produced to exacting industry and governmental regulations, including restrictions regarding formaldehyde emissions.

7. I understand that Mohawk Home laminate floors are Toxic Substances Control Act (TSCA) Title VI compliant. Can you give me the specific formaldehyde content in your floors?

All Mohawk Home laminate flooring complies with all industry and governmental standards. As such, Mohawk Home brand laminate flooring is in full compliance with the Toxic Substances Control Act (TSCA) Title VI standards for composite wood products. We also regularly check our certifications to make sure they are updated and that all requirements are continuously being met.