
General Product Questions

What is luxury vinyl flooring/resilient flooring?

The terms vinyl and resilient flooring are often used interchangeably. “Resilient flooring” is a term used for the category of flooring that has some elasticity to it. This is the case with vinyl – it provides a bit of give underfoot, so it is a resilient flooring product. LVP is the acronym for luxury vinyl planks, which refers to the long narrow shape of the vinyl flooring pieces. LVT stands for luxury vinyl tiles, which often mimic the look of natural stone flooring. LVP and LVT are commonly used interchangeably.

What is Rigid Vinyl flooring?

Rigid Core Vinyl Flooring is an engineered vinyl floor that has an enhanced rigid core construction for dimensional stability. A rigid core vinyl will be a solid plank that has less pliability, giving it a sturdy feel to install and under foot. Mohawk Home rigid is a click product that is installed using a tongue and groove that locks planks together to form a tight and durable joint. These are installed as a floating floor.

Is Rigid Vinyl Waterproof?

Yes! Mohawk Home Rigid Vinyl is especially good in water prone rooms such as kitchens, bathrooms and laundry rooms.

What if I have allergies?

The perfect laying and finishing of your Mohawk Home Rigid Vinyl Flooring is easy to clean. Dust mites and other allergy-causing organisms cannot accumulate on clean rigid vinyl floors. This will help you protect your home from allergens. This is extremely important for people suffering from asthma or dust allergies. To maintain good hygiene, it is essential that you always follow the care and cleaning instructions for Mohawk Home floor using products that do not contain any wax or varnish which can attract dust and no harsh chemicals that can impact the surface finish.

Where can I get molding and other accessories?

Coordinating moldings are available on Costco.com. To completely service Costco Members, we have set up the toll-free customer service number at 1-888-459-9220 for questions and other accessory purchases. Only Mohawk Home moldings are guaranteed to coordinate with your Mohawk Home floor.

Where are Mohawk Home Rigid Vinyl products produced?

All Mohawk Home Rigid Vinyl products are manufactured in the United States. Mohawk Home provides quality flooring and career opportunities in the USA.

Pre-Installation Questions

Where can Rigid Vinyl be installed?

Mohawk Home Rigid Vinyl flooring can be installed in any room in the house, including rooms at, above or below grade (ground level). It can also be installed over almost any type of subfloor, including concrete, wood or non-cushion vinyl, as long as the subfloor is smooth and flat. Please refer to the manufacturer's installation instructions for specific requirements.

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

Measure the length by width of your room, add 10% for cutting waste and divide by the square footage in each box. Round this number up to the nearest carton. The quantities for each carton can be found on the web page for each color.

$$\text{Calculation: } \frac{(\text{Room Length} \times \text{Room Width}) \times 1.1}{\text{Sq. ft./carton}}$$

For Example: For a 12' x 15' room with Mohawk Home Misty Harbor Oak with 17.3 sq. ft./carton, you will need 12 cartons.

12 ft. L x 15 ft. W = 180 sq. ft. x 1.10 = 198 sq. ft. / 17.3 = 11.4. Round up = 12 cartons.

Note: If you have detailed floor or a fancy pattern like a 45-degree run, add 15% instead.

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 call 1-888-459-9220.

Are there any special tools required to install Mohawk Home Rigid Flooring?

Mohawk Home Rigid Vinyl can be installed with standard flooring installation tools. Refer to Mohawk Home Rigid Vinyl installation instructions.

What underlayment should I use under Rigid Vinyl?

Mohawk Home Rigid Vinyl includes a premium attached underlayment for easy installation. No additional underlayment is required.

Installation Questions

Why and how do I use spacers?

Spacers are used to maintain your 6mm expansion gap and are to be removed after installation.

What is the longest run of Rigid Vinyl before a transition is required?

The longest run should be 100ft x 100ft installation without transition strips, or an area that is larger than 100 lineal feet in any direction.

How do I fasten the molding in place?

Nail or glue the track to the subfloor using polyurethane contactor's adhesive such as Liquid Nails®. Skirting Quarter Round are nailed directly to the walls. Never nail or glue molding directly to Mohawk Home Rigid Vinyl flooring.

Maintenance and Repair Questions

How do I clean my Mohawk Home Rigid Vinyl floors?

Use a vacuum cleaner suitable for hard surface flooring, with no moving parts and without rotary beater bars, to clean your floor. Your floor can also be cleaned with a damp or wet mop.

How do I maintain my Mohawk Home Rigid Vinyl flooring?

One of the many benefits of Mohawk's Rigid Vinyl is that it is easy to clean and maintain. Sweep the vinyl regularly with a soft bristle broom to remove loose dirt. For everyday maintenance, a mop moistened with warm water will suffice. However, for bigger messes, a non-abrasive neutral pH floor cleaner may be used.

Can I put heavy appliances down directly on my Rigid Vinyl floors? Do I need furniture protectors under my furniture?

For furniture, we recommend that you use felt furniture pads under legs to prevent possible scratching, staining and indentation of the flooring surface. Never use rubber, as rubber can stain vinyl flooring. When moving heavy furniture or appliances, protect flooring and use a dolly. Never slide or roll heavy furniture or appliances across the floor.

Do I need a protector on my vinyl floor for my rolling desk chair?

Even though vinyl flooring has a tough wear layer, we recommend using a mat under desk chairs. Over time, rolling desk chairs might cause some wear and tear.

Will my pet's nails scratch my Rigid Vinyl floor?

For the sake of your pet and your floor, Mohawk recommends keeping your pets nails trimmed. Our Mohawk Home Rigid Vinyl flooring has a wear layer that provides added protection from scratches. Mohawk Home Rigid vinyl is pet friendly and is three times more scratch resistant than the competition.

Will sunlight affect my flooring?

Window coverings should be used during periods of intense sunlight to avoid intense heating of flooring product.