
General Product Questions

1. What is engineered hardwood flooring?

Mohawk Home® Locking Engineered Hardwood flooring is an engineered hardwood that features a supportive core in the center of the floor, surrounded by beautifully-stained layers of real hardwood. Because it is more resistant to moisture and humidity than solid hardwood, it can be installed on all levels of the home. Each plank is finished with a texture that adds depth and style. The core of Mohawk Home waterproof engineered wood product is comprised of a high density fiberboard (HDF) core. We match our face and back veneers to create a balanced panel that will reduce warping and movement. For example, our oak hardwood is comprised of an oak face with an engineered core and back to balance the natural expansion and contraction of the wood to avoid cupping or crowning.

2. What if I have allergies?

Thanks to the closed surface of Mohawk Home waterproof engineered 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 engineered wood floors, helping to protect your home from allergens. To maintain good hygiene, it is essential that you always follow the care and cleaning instructions for Mohawk Home Locking Engineered Wood 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. 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.

4. Is my floor waterproof?

Yes, Mohawk Home Locking Engineered Wood with SplashDefense uses a combination of proprietary features to create waterproof, worry-free floors for lifetime protection against everyday household spills, splashes, and pet accidents.

5. Can Mohawk Home Locking Engineered Wood with SplashDefense be installed in any room?

Mohawk Home can be installed 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 Locking Engineered Wood with SplashDefense can also be installed in bathrooms (non-wet areas) and kitchens with proper watertight perimeter seal.

6. Can Mohawk Home Locking Engineered Wood 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.

7. Is my floor warranted if my bathtub overflows?

No, the Mohawk Home Locking Engineered Wood 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.

8. Is my floor warranted for pet accidents?

Yes, SplashDefense will protect against pet accidents.

9. Is Mohawk Home Locking Engineered Wood 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](https://www.costco.com) for additional details.

10. Why do I have a plank with a white label on it?

Some cartons may include a starter/cut plank with a white label on the face. These planks are a conservation measure to help reduce the waste of trees that contain natural imperfections. We recommend cutting the plank on each side of the label to create two planks for starting and/or finishing a row during your installation. If the label is near the end of the plank, you will only be able to cut on one side of the label. **DO NOT install cut pieces less than 8" in length.** For more information you can contact our dedicated Costco Customer Service at mohawkhomecenters_costco@mohawkind.com or 1-888-459-9220.

Pre-installation Questions

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

Follow the chart across and down to find the number of cartons needed. This includes one extra carton for future repairs. For product information and installation assistance, contact us at 888-459-9220 or mohawkhomecenters_costco@mohawkind.com.

		ROOM LENGTH (IN FEET)								
		6	7	8	9	10	12	14	16	18
ROOM WIDTH (IN FEET)	3	3	3	3	3	3	4	4	4	5
	6	4	4	4	5	5	6	6	7	8
	9	5	5	6	6	7	8	9	10	11
	12	6	6	8	8	8	10	11	13	14
	15	7	8	9	10	10	12	14	15	17
	18	8	9	11	12	12	14	16	18	20
	21	9	10	13	14	14	16	19	21	24

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%).

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

No, Mohawk Home Locking Engineered Wood can be installed with standard wood flooring installation tools.

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

For planks without attached underlayment, install over single layer of underlayment appropriate for locking engineered wood floors. We recommend Mohawk Home Premium underlayment.

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

A moisture barrier is required over a concrete subfloor.

6. Why do I need to seal the perimeter?

Mohawk Home Locking Engineered Wood floors with SplashDefense are waterproof and are designed to withstand everyday household spills on the top surface of the floor. Once the planks are cut during installation, this protection has been removed from the cuts installed as starts or ends for each row. Therefore, perimeter sealing is required to maintain the Mohawk Home Locking Engineered Wood 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 locking engineered floors with SplashDefense, the PE foam backer rod is used to fill the required 3/8" expansion space to provide support behind 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' room (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 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](https://www.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. My wallbase has not been removed and is elevated above the Mohawk Home Locking Engineered Wood 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 Locking Engineered Wood 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 flooring surface to create a seal.

7. 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.

8. 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.

9. 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 setting 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.

10. Can I glue down my floor?

The Mohawk Home Locking Engineered Wood flooring can be glued down, but it will not receive the waterproof portion of the warranty, therefore it is not recommended to glue down the floor.

Avoiding Common Mistakes

Required expansion space:

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. If the expansion or the gap is not added, the floor could lift or gap from the expansion and contraction.

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 wood floor. In some active households, this could mean daily. The accumulation of dirt and grit can wear the finish on the hardest of wood 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 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 Locking Engineered Wood 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 Locking Engineered Wood plank?**

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

3. **Can I use a wood 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 (product that does not contain any detergent or soap) 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. Are Mohawk Home wood floors unsafe or dangerous for my family?

Mohawk Home wood 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.

2. Where are Mohawk Home wood products produced?

All Mohawk Home engineered wood products are manufactured in the United States 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.

3. Are any Mohawk Home wood flooring products manufactured in China?

No, all Mohawk Home engineered wood products are manufactured in the United States.

4. Are there any components in Mohawk Home wood products that are made in China?

No, we do not utilize Chinese produced components in our Mohawk Home locking engineered wood flooring.

5. Is formaldehyde found in Mohawk Home wood 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 wood products are produced to industry and governmental regulations, including restrictions regarding formaldehyde emissions.

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

All Mohawk Home wood flooring complies with all industry and governmental standards. As such, Mohawk Home brand wood flooring is in full compliance with the Toxic Substances Control Act (TSCA) Title VI standards for composite wood products.