

**Frequently Asked Questions****PRODUCT INFORMATION****Q. Are luxury vinyl flooring and resilient flooring the same?**

- A. 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.

**Q. What are LVP and LVT?**

- A. **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. Like LVP, LVT refers to the specific shape of the vinyl flooring. LVT comes in a variety of shapes and sizes but tends to replicate tile shapes.

**Q. What is the difference between flexible and rigid?**

- A. **Flexible Vinyl** Planks are more pliable product that can be installed as floating or glue down.

**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.

**Q. What is the difference between glue down and click products?**

- A. **Glue down** products are installed using an adhesive. An adhesive is spread across the subfloor and then the product is glued directly to the subfloor.

**Click products** are installed using a tongue and groove that locks planks together to form a tight and durable joint. These are installed as a floating floor and adhering product to the substrate is not recommended.

**Q. Is LVT Waterproof?**

- A. Yes! LVT can be installed in any room of the house. It is especially good in water prone rooms such as kitchens, bathrooms and laundry rooms.

**Q. Will Mohawk's LVT expand and contract?**

- A. Mohawk's LVT will not expand and contract like other flooring types except under extreme conditions. For floating applications, we recommend leaving a small expansion gap around the perimeter for such extreme conditions, but the likelihood for expansion is very small.

**INSTALLATION INFORMATION****Q. Where can LVT be installed?**

- A. 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 vinyl, as long as the subfloor is smooth and flat. Please refer to the manufacturer's installation instructions for specific requirements.

**Q. What is the longest run of LVT before a transition is required?**

- A. No transition is required unless you are shifting to a different flooring type.

**Q. Do I need padding under my LVT?**

- A. Some products have an attached pad, such as SolidTech and SolidTech Plus, so you will not need to purchase additional padding with those products. If you are installing LVT without attached padding above grade, you may want to purchase padding for sound reduction.

**Frequently Asked Questions****MAINTENANCE INFORMATION****Q. How do I clean my LVT floors?**

- A. Use a vacuum cleaner suitable for hard surface flooring, with no moving parts and without rotary beater bars, to clean your LVT floor. Your LVT floor can also be cleaned with a damp or wet mop. Never use a steam cleaner on your Mohawk LVT floor.

**Q. How do I maintain my LVT flooring?**

- A. One of the many benefits of Mohawk's LVT 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.

**Q. Can I put heavy appliances down directly on my LVT floors? Do I need furniture protectors under my furniture?**

- A. 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 LVT flooring. Protect flooring by using a dolly for moving furniture or appliances. Never slide or roll heavy furniture or appliances across the floor.

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

- A. 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.

**Q. Will my pet's nails scratch my LVT?**

- A. Vinyl flooring has a wear layer that protects the flooring from scratches. All Mohawk's LVT is pet friendly. Mohawk's SolidTech Plus is three times more scratch resistant than the competition and comes with the All Pet Plus warranty that includes scratch protection.

**Q. Will sunlight affect my flooring?**

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