

# ELEVATE

## Mohawk for metro

### PRODUCTS REQUIRED

- 1) Front of House LVT
- 2) Walk-off Carpet
- 3) Transition strips for walk-off
- 4) Wall Cove Base
- 5) All adhesives MUST be provided by Mohawk.

### INSTALLATION QUOTES

Mohawk can provide installation services for your location. For more information, [click here](#) and send us an email with your contact information.

### WHITE GLOVE DELIVERY

Should you need your new flooring package delivered to your store location, Mohawk offers in-store White Glove delivery. Be certain to select this option on your order form.

### FOR MORE INFO...

Click on this link to get to the ELEVATE Flooring Program web portal.

[MOHAWK FOR METRO](#)

## Welcome to Mohawk?

Our Metro by T-Mobile Support Team is here to make your ELEVATE experience seamless and pain-free. So, who is Mohawk... We're the largest global flooring manufacturer with the most diverse menu of flooring solutions for you. With the largest fleet of trucks and distribution centers in the industry, you can count on us to get you what you need, when you need it. Welcome to Mohawk!!

## Your Dedicated Mohawk Team

We are here to answer questions and help you through the order process.

### General Contact Information:

[T-Mobilesupport@mohawkind.com](mailto:T-Mobilesupport@mohawkind.com)  
706-624-2529

### Katie Dishroon (Calhoun, GA)

[Katie\\_dishroon@mohawkind.com](mailto:Katie_dishroon@mohawkind.com)  
M: 706-388-9378

### Greg Whitman (Seattle, WA)

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M: 206-972-2307

CLICK  
HERE TO  
ORDER

## What you need to know

- Allow 3 Weeks prior to installation to order and receive your material.
- An order will need to be placed per shipping location. You may "batch" your orders for multiple locations, but they must all ship to a single location.
- Once you place your order over the phone, via e-mail or online an invoice will be e-mailed to you. Payment options are the following: Credit Card (AMEX or Mastercard), check by mail or ACH.
- Once payment is received, within 24 hours you will receive an order reference number and estimated deliver schedule. Tracking information will be provided along with receiving guidelines.
- You may receive a call prior to delivery to confirm the delivery arrangements. Please note it could take 5-10 business days from payment to delivery.

### How do I pay?

- 1) ACH Payment
- 2) Credit Card (Amex or Mastercard)
- 3) [Request a Line of Credit](#)

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## Floor Preparation

- Floor preparation is key to a successful outcome. Ridges and gaps may be “profile” through the materials.
- Concrete subfloors are like a sponge and contain moisture. It is important to know that the amount of moisture in your subfloor will allow for a successful outcome. If your moisture reading and high (> 95% RH),
- It is extremely important that material should be acclimated in the space for **48 hours to installation**.
- The front of house LVT is from unique category called Hot & Heavy, which is a loose lay installation. Adhesive is only required around the perimeter of the area. IN some cases, the installer may apply a “grid” of adhesive on the floor (a band of adhesive is applied on a 20-foot grid). It is okay to apply adhesive in 100% of the area, but it is not needed for a successful installation (unless there is high slab moisture). Full application of the adhesive will make replacement of a plank more difficult.
- Walk-Off material will require a full spread of application of adhesive. Walk Off material should be installed next TO the LVT and use the transition strips around the perimeter of the Walk Off. For safety reasons, **DO NOT INSTALL THE WALK OFF ON TOP OF THE LVT!** Most stores will require 1 carton of material. If you have two sets of double doors, a second carton may be needed.
- You should leave a 1/8” gap around the perimeter to allow for potential material expansion.

### MOHAWK RECOMMENDS...

Your installation professional should provide you with your quantity estimate. Have the installer tell you how much material you need. Consider having a little extra material for repairs.

#### Material Units of Measure:

- Carpet, walk-off, sheet vinyl = square yards
- LVT = square feet
- Unit Conversions
  - Square foot = square yard / 9
  - Square yard = square foot x 9