



Elevate | Mohawk for Metro

Welcome to Mohawk Group!

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

What You Need to Know

- Allow 4 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 online, an invoice will be e-mailed to you. Payment options are the following: Credit Card (AMEX or Mastercard), check by mail or ACH. [Click here](#) to request a line of credit.
- After the order is placed, you will receive an order confirmation and link for payment within 48 hours. Once the payment is made the shipping process will start. Please allow up to 10–12 business days for delivery.
- Once material arrives at the warehouse, our logistics department will schedule the delivery. Once the date has been scheduled, we will advise of this date and time. We do request that the driver calls one hour before delivery.

Your Dedicated Mohawk Team

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

General Contact Information:

T-Mobilesupport@mohawkind.com
706-624-2529

Shannon Thurman (Calhoun, GA)

shannon_thurman@mohawkind.com
M: 706-278-8000 x24773

Katie Dishroon (Calhoun, GA)

katie_dishroon@mohawkind.com
M: 706-388-9378

Ann Martin (Minneapolis, MN)

ann_martin@mohawkind.com
M: 612-814-2634

Mohawk Group 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
- To calculate the amount of carpet to be ordered: divide the square foot total for the required area by nine

Installation Guides

[CARPET TILE INSTALLATION](#)

[LVT INSTALLATION](#)

[INSTALLATION VIDEOS](#)

Click or Scan
to Order





Chromascope 5.0

Floor Preparation

Floor preparation is key to a successful outcome. Ridges and gaps may “profile” through the finished installed floor over time.

- EcoFlex® ONE removes concerns related to subfloor moisture and old adhesive residue, allowing installation on high-moisture slabs and over existing adhesives
- You should leave a 1/8" gap around the perimeter to allow for potential material expansion.
- It is extremely important that the material be acclimated in the space for **48 hours before installation**.
- The front-of-house Hot & Heavy LVT utilizes a loose lay installation technique. 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 every 20 feet). 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 application of adhesive. Walk-off material should be installed next to the LVT, and the transition strips should be used 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.

Click or Scan
to Learn More

