

PURETECH FREQUENTLY ASKED QUESTIONS

What is PureTech flooring?

PureTech flooring is a PVC-free alternative to traditional vinyl plank flooring; it is a high-performance, sustainable, and waterproof flooring option. It is designed to be easy to live on while balancing beauty and durability. It is made without PVC plastic, making it an environmentally friendly choice.

What makes PureTech flooring sustainable?

PureTech flooring is considered a sustainable choice because it is made of recycled content, without PVC plastic, and features a renewable polymer core. The use of 70% total recycled content increases stability and impact resistance while reducing environmental impact.

Is PureTech flooring waterproof?

Yes, all PureTech floors feature WetProtect*, the right kind of waterproof. WetProtect features an improved locking system and a patented surface finish that ensures waterproof performance. It provides watertight joints, a waterproof finish, and a lifetime surface and subfloor waterproof warranty.

How does PureTech flooring protect against scratches?

PureTech flooring offers superior surface protection with 3x greater scratch resistance than LVT (Luxury Vinyl Tile). It is designed to be pet-proof and comes with a 15-year scratch protection guarantee.

Can PureTech flooring withstand heavy furniture without getting damaged?

Yes, PureTech flooring is designed to stand up to indentations from heavy furniture. Its durable construction and superior surface protection make it resistant to damage caused by furniture under normal household use. Normal household use includes using rubber chair casters rather than plastic or metal, for example.

Does PureTech flooring minimize sound transfer?

Yes, PureTech flooring features a premium acoustic cushion that absorbs shock and minimizes sound transfer. This helps reduce noise levels and provides a quieter living environment.

Is PureTech made in the USA?

Yes, PureTech flooring is made in the USA. It is manufactured domestically, ensuring high-quality standards and supporting local production. Choosing a flooring option made in the USA also allows for easier access to customer support, warranties, and product information.

What is GenuEdge technology in PureTech flooring?

PureTech flooring incorporates GenuEdge technology, which creates a more beautiful and natural edge. This technology ensures that the edges of the flooring blend seamlessly, enhancing the overall aesthetic appeal of the flooring.

Does PureTech flooring come with any warranty?

Yes, PureTech flooring is backed by a WetProtect lifetime surface and subfloor waterproof warranty. This warranty provides assurance that the flooring will remain waterproof, protecting your investment. In addition, there is a 15-year pet scratch protection warranty. Please see www.mohawkflooring.com/cleaning-care for more information.

Is installation easy for PureTech flooring?

PureTech flooring is designed for easy installation. It utilizes our Uniclic® locking system, which allows for simple and efficient installation without the need for adhesives or extensive preparation. However, it's always recommended to follow the manufacturer's installation guidelines for the best results.

What is meant by "20 mil wear equivalent" in PureTech flooring?

PureTech flooring features a wear layer that is measured in terms of "20 mil wear equivalent." This measurement refers to the thickness or durability of the wear layer, comparing it to traditional plastic-based products. However, in the case of PureTech, the wear layer is composed of naturally occurring minerals, making it plastic-free.

The 20 mil wear equivalent of the PureTech wear layer indicates that it offers the same level of durability and protection as a traditional 20 mil plastic wear layer. The innovative use of mineral-based materials allows PureTech to achieve this level of wear resistance while maintaining its commitment to being plastic-free.

By opting for a plastic-free wear layer made from naturally occurring minerals, PureTech provides a sustainable and environmentally friendly flooring solution without compromising on performance and longevity. This ensures that customers can enjoy a durable and high-quality flooring option while making a conscious choice to reduce their plastic footprint.

If I have questions, who do I contact?

Call to speak to a Mohawk Representative: 1-800-2MOHAWK (1-800-266-4295) OR submit a request to www.mohawkflooring.com/customer-care/contact-us.