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DURABLE BEAUTY

Viatera[®]
Quartz Surface

CARE & USE

Viatera CARE AND USE GUIDE

Care & Maintenance of Viatera

The composition of Viatera® makes the material low maintenance and resistant to scratches and stains. Viatera is non-porous and heat-resistant, and remains beautiful and durable for many years of enjoyment with virtually no maintenance.

Regular Cleaning

Every day cleaning of Viatera only requires a damp cloth or paper towel. For tougher spots, a mild non-abrasive cleanser can help. For best results, clean spills as soon as possible. Because of its durability, Viatera is able to resist absorption of lemon juice, tea, wine, fruits and vegetables without permanently staining or damaging.



Cleaning Dried Spills

For tougher stains and dried spills, mild non-abrasive cleansers are a good solution to keeping the surface smooth and high gloss. Recommended cleaners include: Formula 409® Glass & Surface Cleaner, Bar Keeper's Friend®, Lysol®, and Greased Lightning®. For dried spills, a non-abrasive scrub pad can be used to remove the unwanted spill without the concern of causing damage or scratching to your countertop. Rinse thoroughly and wipe off with a damp paper towel to remove all residues. While Viatera is usually able to sustain most household chemicals, avoid using products that contain bleach.

Spot Renewal

For tough spots from items such as gum, grease, paint, food, etc., scrape off the residue with a razor blade or putty knife prior to cleaning. The scraping may leave a gray metal mark on the countertop and can be cleaned off by using a recommended cleaner and a soft non-abrasive scrub pad. Polish off with a damp paper towel. For more stubborn spots or stains, soak a pad of paper towels in water and any of the recommended cleansers and apply the towel to the stain and let soak for a few minutes. Deeply clean with a non-abrasive scrub pad and cleanser, rinse thoroughly, and polish off with a damp paper towel.

Polishing and Sealing

One of the many benefits of Viatera is that it requires no sealants or waxes to be applied during its lifetime. Because it is non-porous, with normal cleaning procedures, it will always remain glossy and smooth.

Viatera is NOT Indestructible! Viatera can be damaged when in contact with strong chemicals and solvents. Avoid products containing trichlorethane or methylene chloride including paint removers, car battery liquid, furniture strippers, and products containing bleach. These products can cause permanent discoloration to the surface. In the event that these agents come into contact with the surface, wipe immediately, rinse with water, and then clean with vinegar based cleaner. If the stain persists, contact the supplier/installer of your Viatera

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product. Do not use abrasive and /or alkaline cleaning products. Do not use 3M ScotchBrite® green scrub pads or similar products, as they may dull the surfaces.

When trying a new cleaning product, it is recommended that you always try the cleaner first on a hidden place of the surface and follow the cleaner manufacturer's instructions.

By following the simple care guidelines above, we hope that you will enjoy the lasting beauty and luxurious feel of all Viatera Quartz surface.

The following are recommended commercial cleansers that are available for the routine care of your Viatera Quartz Surface:

- Non-bleach, non-abrasive liquid household cleaners: Simple Green® Lime-scale remover
- Vinegar cleaner (diluted)
- Bar Keeper's Friend®
- Formula 409® Glass & Surface Cleaner
- Lysol®
- Greased Lightning®

Finish

The factory applied finish on all Viatera slabs is a polished finish. The quartz in the material takes a high polish, however the polyester resin binder does not. Therefore the overall gloss level on a Viatera slab will be between 47 and 57, as measured with a gloss meter. By comparison, a slab of granite will generally register between 80 and 90 on a gloss meter. As a result of the manufacturing process small voids can occur, ranging in size from microscopic to 1.5 mm (the size of a pin head). These in no way affect the integrity of the slab nor do they have any impact on the porosity of the material as they do not extend more than 1 mm in depth. Do not apply waxes or sealers to the Viatera surface. These products will not absorb into the material and will only cause a build up on the surface.

Seams

Individual Viatera pieces must be seamed together using an epoxy resin. The seam can be color matched to the material, however it will be visible. A well executed seam will be smooth but can be felt. Due to slight thickness variations and tolerances, it is also possible that one side of the seam may be slightly raised.

Formula 409® is a registered trademark of Clorox company.

Bar Keeper's Friend® is a registered trademark of SerVaas Laboratories.

Lysol® is a registered trademark of Reckitt Benckiser.

Greased Lightning® is a registered trademark of Home Care Labs, a division of BioLab, Inc.

Simple Green® is a registered trademark of Sunshine Makers, Inc.

WARRANTY

Viatera 15 YEAR RESIDENTIAL WARRANTY

LG Hausys offers a 15-year limited warranty on Viatera Quartz Surface, warranting that the material will be free of manufacturing defects. This warranty covers product defects for a period of fifteen years after the date of installation. If it is determined by LG Hausys or its authorized warranty service agent that a defect in the material exists within the fifteen year period, LG Hausys will, at its sole option, repair or replace the defective Viatera materials in accordance with the following warranty provisions and exclusions.

Terms and Conditions

The 15 year limited warranty applies to Viatera Quartz Surface materials only.

The 15 year limited warranty applies to Viatera Quartz Surface materials that have been purchased through The Home Depot and installed by the LG Hausys certified fabricator in accordance with the Fabrication Guide Book for transportation, storage, handling, fabrication, and installation. Improper fabrication or installation is the responsibility of the fabricator/installer.

This warranty applies to Viatera Quartz Surface materials that have been properly maintained in accordance with the Care & Maintenance Guidelines available at: www.LGviaterausa.com

This warranty applies to Viatera Quartz Surface materials that have been permanently installed in an interior application and have not been moved from the original location.

Exclusions This warranty shall not apply to :

- Products and/or materials that have not been paid in full.
- Issues or occurrences that are inherent characteristics of quartz surfacing, regardless of whether viewed as a defect by the purchaser.
- Damage caused by faulty or improper fabrication and installation, including but not limited to, seams, seam performance, and caulking.
- Damage caused by any instability or improper support occurring in the property in which the product has been installed, including but not limited to, shifting, settling, or movement of the substrate.
- Damage caused to any materials that have been moved, removed or relocated from its original place of installation.
- Damage caused by any form of abuse, exposure to excessive heat, accidents, or misuse, including but not limited to, scratches, stains, chips, or cracks.
- Products in which the factory applied surface finish has been altered in any way, and/or damage caused by chemicals.
- Products installed with known or visible manufacturing defects at time of installation.
- Color variance or variations in color, shape, size, or distribution of particulates inherent in the natural quartz or natural variations in background color or pattern.
- Other repairs and modifications, including but not limited to, plumbing, electrical, tile, and cabinets that may need to be performed to properly repair or replace the Viatera® Quartz Surface materials.
- All outdoor or non-interior applications, regardless of coverage or exposure to the elements.
- LG Hausys is not responsible for damage or injury caused in whole or part by acts of God, job site conditions, architectural or engineering design, structural movement, acts of vandalism, or accidents.

WARRANTY

This warranty is extended to the original purchaser and may be transferred or assigned. A purchase receipt or other proof of date of original purchase will be required before warranty service is rendered. If transferred, a new warranty registration must be submitted with proof of the original purchase. The new warranty will be valid for the remaining time since the original purchase.

No other express or implied warranties of merchantability or fitness for a particular purpose are made by this warranty except for those expressly provided herein. Under no circumstances shall LG Hausys be liable for any loss or damage arising from the purchase, use or inability to use this product, or for any special, indirect, incidental or consequential damages. In no case will LG Hausys be liable for labor to remove and/or reinstall Viatera®, or other similar activities necessary to complete the replacement or removal of the defective material.

This warranty entitles the purchaser to specific legal rights. Other rights may also be available, which may vary from state to state. Some states do not permit the exclusion or limitation of implied warranties or of incidental or consequential damages, so the above limitation or exclusion may not apply to you. To know what your legal rights are, consult your local or state consumer affairs office or your state's Attorney General.

LG Hausys America, Inc.
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Atlanta, GA 30339

Warranty Registration

Customers are encouraged to visit our website for warranty registration.

<http://www.LGviaterausa.com>

What is Viatera Quartz Surface?

Viatera® is a slab product manufactured using 93% quartz minerals and 7% polyester resin binder. The category this product belongs to is often termed “Quartz Surfacing” within the industry. The majority of products in this category are produced using the same or similar manufacturing process which utilizes vibro-compaction under vacuum pressure. This process yields slabs in either 2cm or 3cm thickness.

What makes Viatera resistant to stains?

Viatera is comprised of 93% natural quartz and 7% superior color pigments and binders. Natural quartz is classified as a 7 on Moh’s Hardness Scale, a scientific tool utilized to measure the composition of minerals. Such a ranking indicates quartz is harder than iron and titanium. These superior ingredients contribute to Viatera’s resistance to staining and scratching and the combination of nature and science makes Viatera resistant to common everyday spills such as soda, tea, wine, oil or vinegar without the need for laborious sealing required of other quarried stones.

How do you care for Viatera?

For every day cleaning, Viatera® only requires a damp cloth or paper towel. For tougher spots, a mild non-abrasive cleanser can help. For best results, clean spills as soon as possible. Because of its durability, Viatera® is able to resist the absorption of wine, lemon juice, tea, wine, fruits and vegetables without permanently staining or damaging the counters. For additional information, please refer to the Care & Maintenance Guide.

Is Viatera heat-resistant?

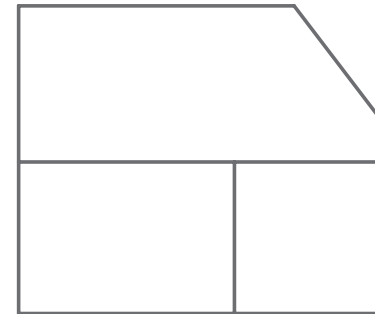
Although Viatera can endure the everyday rigors of normal cooking temperatures for short durations and is not likely to scorch or burn, we recommend that the surface always be protected from excessive heat. To prolong the life of the product, always use a heat pad or trivet with high-heat cookware including but not limited to electric skillets, frying pans, griddles or crock pots. Never place high heat cookware directly on the surface.

Does Viatera have seams?

Most projects will include at least one seam, however as part of the installation process the countertop sections are placed as closely together as possible and bonded with color-coordinated resin. Seams are visible. Seams will be smooth and can be felt. Due to slight variations in material thickness, one side of the seam may be higher than the other. Pattern and shading may vary where sections are joined together. Your fabricator will determine the quantity and location of seams and will make every effort to plan and design your specific layout with as few seams as possible. Requests for fewer or no seams may be considered when at all possible. Please discuss these options with your fabricator.

What is lamination?

Lamination is a process used to join two pieces of Viatera together to create a thicker edge height. An example would be when two pieces of 2cm thick material are joined together to form a 4cm (1-1/2") edge. Lamination lines or seams may be visible where the two pieces meet.



Laminated Bevel

What does my 15-year warranty cover?

LG Hausys expressly warrants repairing or replacing Viatera free of charge, if it fails due to any manufacturing defect during the first 15 years after installation. For additional warranty information, please refer to the warranty section in this guide.

Is the surface of Viatera uniform and consistent?

The manufacturing process of Viatera melds nature and modern technology into an unparalleled surfacing material. The color of each Viatera slab is dependent on the natural materials as well as the colors mixed within the resin binder. The manufacturing process is designed to blend the raw materials in such a way as to imitate the look of natural stone. As with any product made with predominantly natural materials, there can be some variation in background color and pattern, as well as aggregate size and distribution. Pigment concentrations can occur up to the size of a US quarter dollar. All of this serves to enhance the natural characteristics of the quartz surface material and is in no way to be considered a defect. Variations to be expected will typically be greater than in solid surface but less than in granite. Color, background and or shade variations not visible from 6 feet away are considered acceptable.

What about environmental issues?

LG Hausys is committed to providing environmentally sensitive products that meet the demands of everyone from its employees to designers, installers and consumers. The highest quality quartz surfacing material available, Viatera is made of 93% natural quartz and is ideal for those who prefer the elegant look of stone in a durable, easy-to-maintain product. Quartz is also one of the most abundant natural resources in the world. Viatera is GREENGUARD Indoor Air Quality Certified for low emissions, well suited for sensitive indoor areas.

** For general inquiries on LG Hausys, contact us at: 888-441-9966*