



## Viatera® Residential/Commercial 15-Year Warranty

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LG Hausys offers a 15-year limited warranty on Viatera® quartz surfacing, 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.

This warranty applies to Viatera® quartz surfacing products installed after February 20, 2009.

### Terms and Conditions

1. The 15 year limited warranty applies to Viatera® quartz surfacing materials only ; and
2. The 15 year limited warranty applies to Viatera® quartz surfacing materials that have been fabricated and installed 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 ; and
3. This warranty applies to Viatera® quartz surfacing materials that have been properly maintained in accordance with the Care & Maintenance Guidelines (available at [www.lghimacs.com/LGViateraCareMaintenance](http://www.lghimacs.com/LGViateraCareMaintenance)) ; and
4. This warranty applies to Viatera® quartz surfacing 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 :

1. Products and/or materials that have not been paid in full.
2. Issues or occurrences that are inherent characteristics of quartz surfacing, regardless of whether viewed as a defect by the purchaser.
3. Damage caused by faulty or improper fabrication and installation, including but not limited to, seams, seam performance, and caulking.
4. 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.
5. Damage caused to any materials that have been moved, removed or relocated from its original place of installation.
6. Damage caused by any form of abuse, exposure to excessive heat, accidents, or misuse, including but not limited to, scratches, stains, chips, or cracks.
7. Products in which the factory applied surface finish has been altered in any way, and/or damage caused by chemicals.
8. Products installed with known or visible manufacturing defects at time of installation.
9. 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.
10. 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 surfacing materials.
11. 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.

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.

To obtain service under this limited 15-year warranty, please contact the source from which you purchased your Viatera® product. You must permit your Certified Installer or LG Hausys authorized agents to inspect your Viatera® product, and you must reasonably cooperate with your installer and LG Hausys agents in the efforts to provide service in conjunction with this limited 15-year warranty. If the problem is not handled to your satisfaction, please contact our representative directly by writing or calling:

**LG Hausys America Inc.**  
**900 Circle 75 Pkwy, Suite 1500**  
**Atlanta GA, 30339**  
**warranty@lghausys.com**  
**Phone: (877) 735-6816**

Please include your name, address, a description of the problem, and the phrase "Viatera®, 15 year limited warranty" in all correspondence. We will respond to all inquires within 30 days.

# Care & Maintenance

## Care & Maintenance of Viatera®

The composition of Viatera® makes the countertop low maintenance and resistant to scratches and stains. Viatera® is also heat-resistant, making it capable of enduring heat from normal cooking temperatures. Viatera® will remain beautiful and durable for many years of enjoyment with virtually no maintenance.

### Regular Cleaning

Normal 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 defend against absorption of wine, lemon juice, tea, wine, fruits and vegetables without permanently staining or damaging the counters.

### 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® 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 surface.

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 surfaces.

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 and Surface Cleaner
- Lysol
- Greased Lightning
- Inherent Material Characteristics

## **Description**

Viatera® is a product manufactured using 93% natural stone materials (predominantly quartz) 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 ( $\pm$  1mm) and in a nominal dimensional size of 120" x 54".

## **Color**

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 from 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, or shade variations not visible from 6 feet away are considered acceptable.

## **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.

\*Except Cairo. The honed (non gloss) finish on Cairo will show more signs of daily use and requires more frequent cleaning to maintain its unique look. Please refer to the Viatera® care and maintenance guidelines.