

Viatera 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.

LG 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 LG Viatera® care and maintenance guidelines.