



Residential/Commercial 15-Year Warranty

Web link: <http://www.lgviatera.com/careWarranty.html>

LG Solid Source, LLC offers a 15-year limited warranty on LG Viatera quartz surfacing, warranting that the material will be free of manufacturing defects. This warranty covers failures caused by product defects which may occur during the first fifteen years after the original installation. If a defect in the material is identified during the fifteen year period LG Solid Source will, at its option repair or replace the defective LG Viatera materials in accordance with the following warranty provisions and exclusions.

Terms and Conditions:

1. The 15 year limited warranty applies to LG Viatera® quartz surfacing materials only ; and
2. The 15 year limited warranty applies to LG Viatera® quartz surfacing materials that have been fabricated and installed using the Fabrication Guide Book for transportation, storage, handling, fabrication, installations, and maintenance. Improper fabrication or installation is the responsibility of the fabricator/installer ; and
3. This warranty applies to LG Viatera® quartz surfacing materials that have been installed originally and have not been moved from the original installation.

Exclusions

This warranty shall not apply to:

1. damage caused by faulty or improper installation, including seams and seam performance ;
2. damage caused by any instability occurring in the property in which the product has been installed ;
3. damage caused by any materials that have been removed or relocated from its original place of installation ;
4. damage caused by any physical abuse, exposure to excessive heat, accidents or misuse ;
5. the Products installed with known or visible manufacturing defects at time of installation, including but not limited to color variance ;
6. the other repairs and modifications, including but not limited to, plumbing, electrical, tile, cabinets that may need to be replaced to properly repair or replace the LG Viatera® Quartz surfacing materials ;
7. Outdoor applications.

LG Solid Source 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 warranty. 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 Solid Source 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 Solid Source be liable for labor to remove and/or reinstall LG 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 warranty, please contact the source from which you purchased your LG Viatera® product. If the problem is not handled to your satisfaction, please contact our representative directly by writing or calling:

LG SOLID SOURCE, L.L.C.
8009 W. Olive, Peoria, AZ 85345
Phone: (877) 853-1805 or (623) 776-7373
www.lgviatera.com

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

Care & Maintenance of LG Viatera®

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

Regular Cleaning

Normal cleaning of LG 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, LG 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 LG 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 LG 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!!

LG 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 LG 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 LG Viatera® quartz surfaces.

The following are recommended commercial cleansers that are available for the routine care of your LG 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

If you have any questions about the care and cleaning of LG Viatera®, please contact the supplier/installer of your LG Viatera® surface or write to us at:

**LG Solid Source
8009 W Olive Ave.
Peoria, AZ 85345**

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