

Oct 27, 2022

Acetone Use on Viatera Products

Dear Valued Customers,

This letter is to inform you about the importance of not using Acetone on Viatera products. Although Acetone is commonly used on natural stone to remove oil based stains, it is extremely damaging if used on Engineered Quartz.

Engineered Quartz uses Unsaturated Polyester (UPE) as its bonding chemical. This allows its mechanical flexibility making it less likely to chip or crack. Also, the UPE resin fills the gap between quartz particles to make the product non-porous. However, the downside of using UPE is that it is very susceptible to Acetone. As an organic solvent, it breaks down and dissolves oil based chemicals, such as UPE. Therefore, please take precautions not to use Acetone during any stages of pre or post fabrication.

For your reference, we are providing the recommended cleaning material and method alternative to Acetone as an attachment to this letter (see 'Attachment 1').

We remain committed to open and transparent communication with you. If you need more guidance, please contact your respective LX Hausys representative in your region.

Sincerely,



Sang Lee
Director of Quality Management, LX Hausys America, Inc.

Attachment 1

I. MATERIALS

- a. **CLEANER (Recommended) GREASED LIGHTNING:** Cleaner & Degreaser is a multi-purpose cleaner that works best on non-porous surfaces. This product can be found at multiple retail outlets to include: Walmart, Home Depot, Ace Hardware, & Dollar General. Follow label instructions for safety usage guidelines.
- b. **WATER:** Clean potable water recommended to be used in a spray bottle/spray application method.
- c. **ABSORBENT / CLEANING MATERIALS:** Recommend usage of standard cotton rags and/or paper towels.



II. APPLICATION / CLEANING METHOD & CYCLE

a. STEP 1:

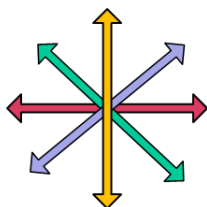
- i. Spray liberal amount of cleaner on stained area / surface of Quartz top.
- ii. Using cotton rag and/or paper towel, apply pressure to the stained area to begin the cleaning process.
- iii. Motion of cleaning should be in a single linear direction (see diagram below).
- iv. Continue to wipe until cleaner is visibly removed.

b. STEP 2:

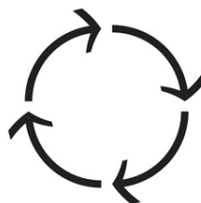
- i. Spray liberal amount of water on stained area / surface of Quartz top.
- ii. Using cotton rag and/or paper towel, apply pressure to the stained area until the water is removed and surface is dry.
- iii. Motion of water removal should be in the 'same' linear direction used during cleaning (Step 1).
- iv. Continue to wipe until water is removed and surface has returned to normal gloss condition.

NOTE: If the stain is still visible, repeat steps 1 & 2. It is common practice to repeat the 2 step cleaning cycle multiple times in order to completely remove stained area.

IMPORTANT POINT // DIRECTIONAL CLEANING MOTION: If it is necessary to repeat the cleaning cycle (step 1 & step 2), it is important to change the 'linear motion' used for cleaning each time it is repeated (see diagram below). It is not recommended to use a 'circular motion' when cleaning.



LINEAR DIRECTION
(Recommended)



CIRCULAR DIRECTION
(Not Recommended)

Multiple Cleaning Cycles: It is important to use a different linear direction each time that you repeat the cleaning cycle.

Example:

1st cycle – Orange direction

2nd cycle – Red direction

3rd cycle – Blue direction

4th cycle – Green direction