



Fabrication Bulletin #2013

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Aramis / Velour Finish

Hanwha L&C introduces Aramis, a new HanStone color featuring the Velour finish. The universal appeal of Aramis for both commercial and residential applications will lend itself to various application possibilities. Hanwha's new Velour finish has a non-gloss or matte appearance which is both stylish and distinctly different from all other HanStone polished materials. All other physical properties of a HanStone slab are the same. This bulletin will address the finish characteristics, which are similar to a honed finish, from both a fabrication and a care and maintenance standpoint. The goal is to ensure end user satisfaction.

Material Handling Do's and Don'ts

- Handle slabs and fabricated pieces with non-marking clamps and suction devices.
- Remove protective film and inspect slab thoroughly prior to cutting.
- The material face can pick up transfer marks more readily than a polish finish. Protect the surface with resilient, non-marking material when storing in racks or transporting to the jobsite.
- To clean the surface do not use harsh chemicals or abrasives:
 - Follow the instructions on the hanwhasurfaces.com website under the heading of "HanStone Maintenance".
 - Use of a mild abrasive (such as Soft Scrub cleaner) for the Velour finish is recommended.
 - For oil and grease removal use a product that cuts grease such as Dawn dishwashing liquid.

Fabrication

The Velour finish will fabricate similar to all other polished HanStone materials. Take more care in handling and transporting the material as outlined above.

Edge Finishing

When finishing edges for HanStone material with the Velour finish, use a maximum of 800 grit abrasive polishing pads. Finish similar to a honed finish in other stone products. Never attempt to re-finish the face of the material.

Customer Awareness

Matte finish and honed materials have been popular for a number of years in granite, quartz, and other hard surfaces. Designers and consumers see honed display tops in a showroom and determine this is the desired look for their project. HanStone's new Velour finish is a smooth non-gloss surface finish with low reflectivity. Please make customers and end users aware of the following:

- The new Velour finish will show more signs of daily use, requiring more frequent cleaning and daily maintenance than other HanStone polished finishes.
- Due to the finish characteristics, grease and oils from cooking, and even fingerprints show up darker and can give the countertop surface a blotchy appearance.
- Unless a grease-cutting agent or detergent is used to clean the surface, these oil blotches just get moved around the surface.
- A HanStone Aramis countertop will not be replaced due to buyer remorse or material performance not meeting the customer's expectations.

Cleaning

Since the Velour finish will show more signs of daily use, when compared to a polished finish, you should clean your Aramis countertops with soap and water on a regular basis to keep the finish looking new. Use warm water and a damp cloth with a small amount of cleaner that does not contain bleach. For oil and grease removal use a product that cuts grease such as Dawn dishwashing liquid.

Aramis, like all HanStone quartz products, is scratch resistant but not scratch proof. Often surface mars can be removed using a non-abrasive cleaning pad along with a mild abrasive such as Soft Scrub.

HanStone Quartz is resistant to stains however, spills should be cleaned as soon as possible. Liquid spills and stains from fruits, vegetables, or other foods should be wiped up immediately and cleaned with soap and water.

For dried or stubborn stains, the use of a mild abrasive cleaner such as Soft Scrub is recommended for the Velour finish.

Also refer to the HanStone maintenance guide on the Hanwha surfaces website (www.hanwhasurfaces.com)

Please provide this information to the customer / end user prior to fabricating and installing any Velour finish HanStone product.

Hanwha has developed these guidelines in order to produce the best results possible. Failure to follow these guidelines, or inform the end user about the nature of the Velour finish may result in customer dissatisfaction. Hanwha will not replace this product due to buyer remorse or material performance not meeting the customer's expectations.