

Travertine Marble falling apart

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I have an installation of honed and filled marble, some filler is popping out and leaving holes in the floor, I have contacted my installer who informs me this is natural in travertine and I should use a cement based filler to refill the hole stating that as a natural product this will happen and will need to be maintained on a continuous basis. I have gone back to the supplier who agrees with the installer and informed me that in Turkey where the tile originated they apply filler as part of the manufacturing process and that if I apply a grout I will close these holes. I don't know if this is the best solution and would appreciate your advice

Dear Barry:

Of course it is normal! What else do you expect them to tell you?!

They carry some crappy low-grade cheap Turkish travertine that fall apart under foot traffic, and they expect you to do all that filling for the rest of your life as a "normal" matter of fact!

I recently was called on a consultation to a house where they just installed over 1000 sq.ft of that garbage: I made a few holes myself while walking on it! Oh, the dealer had to replace the whole thing, alright " and apologize to boot!! (In that case the installer was on the customer's side at least.)

Stand your ground, and "cordially" invite them to tell that story to their sisters.

Demand replacement, or else.

(Truth to be told, good-grading Turkish travertine is just as good and enjoyable as any other good travertine.)

Wouldn't it be nice if the stone industry were forced at disclosing the grading of the different batch of material they sell?

That is also why the world needs marblecleaning.org!

May I ask you now to please read and e-sign our Statement of Purpose at: <http://www.marblecleaning.org/purpose.htm>
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Ciao and good luck,

Maurizio Bertoli

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