

Black Granite Water Rings

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Dear Maurizio, I have jet black shiny granite countertops. The granite is the thin sheet type that is approximately 18X30" sections. Right after the installation, I started getting water rings that were lighter (greyish) in color. The company that I purchased the granite from and installed the countertop sent out another company to look at and repair the finish. The second company applied acetone to remove any sealer and then applied a new sealant. The original company also brought out their granite rep and both concurred that a sealant was not necessary but it should help. They were uncertain as to why the water rings appeared. They will not help me with any more issues due to the fact that they reduced my bill significantly because of my complaints and that they tried to find a resolution for the water rings. It has been approximately 4 months and I noticed the other day that I have a new water ring. I need to know how I can remove the water ring and prevent more from happening. What is the best solution for my problem that I can do myself?

Dear Kathy:

• The original company also brought out their granite rep and both concurred that a sealant was not necessary but it should help. •

No, the application of a sealer to a stone that can't be technically sealed never helps: it can only make matter worse.

• I need to know how I can remove the water ring and prevent more from happening. What is the best solution for my problem that I can do myself? •

By accepting the reduction of the price, you accepted a low-quality product, namely a (most likely) maliciously doctored stone and gave up your rights as a consumer.

The lighter rings that you see are nothing but the real color of the stone that was covered by the factory with some sort of black "shoes" to make it appear what it is no: black.

In other words you thought that you were buying black granite, but in reality you bought grey granite with some black stuff painted on. And now the black stuff is giving by being corroded by something acidic that was contained in the bottle or glass that created the "ring".

The best and permanent solution to your problem is to give up the phony black and learn how to live with a grey countertop.

How?

You should be able to strip it by using white vinegar. You have to let it sit for a while, but it should work.

After that, the surface underneath that's the real stone, should not give you any more problem.

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Ciao and good luck,

Maurizio Bertoli

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