

Follow-up - New Granite Crack

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Dear Maurizio, Thank you so much for your response to my first question regarding the hairline crack in our new granite installation. Our installer just left and when I mentioned rodding should have been done he stated that rodding is only done when transporting a slab that has had the sink cut out at the fabricator's location. Since my job had the sink cut out on-site it needed no rodding. He went on to say that he could rod the sink now, "if that would make me happy" and that he would use epoxy and polish the site. I would have a one year warranty on the job. Is rodding feasible after the fact or am I getting the run-around? Thanks again for your expertise, Linda

Dear Linda:

• Since my job had the sink cut out on-site it needed no rodding. •

WOW !... I didn't know that !... What can I tell you: you learn something new every day!! J

At any rate, yes, tell him to •make you happy• and rod it now!

And after that, let him make the repair. If he offers you a written 1-year warranty you're covered.

Of course the repair must be done perfect, right?

Now remember, it's never too early to think about the proper maintenance of your stone. The issue of what you'll be doing day in and day out to your stone is "as it should be intuitive" vastly more important than its sealing (if and when possible and/or advisable) and it's all too often neglected. As you can tell by reading many of this site's postings, you're not likely to get good information about routine care from your dealer or installer. Don't become another statistic! By logging into the Helpful Hints section of our website at: http://www.mbstone.com/HH_promo/helpful_hints.htm, you will be able to get the short version of our maintenance guidelines at no charge. The full version of it "a 7-page document considered by many as an industry benchmark" is available in pay-per-download format in our Educational Literature section at: <http://www.mbstone.com/literature/literature.htm>.

And remember, every single penny of the cost of the literature will be used to support this site and its cause: **your** cause.

While you are in the •Helpful Hints• section, do spend some time reading all of the interesting FREE articles you'll find in there!

Finally, keep in mind that we need your support to help us helping you!

Will you please read and e-sign our Statement of Purpose at: <http://www.marblecleaning.org/purpose.htm>

By spreading the word about this valuable site among your friend & family and the stone trades' people you've been dealing with, you will be rendering everybody a valuable service!

Thank you

Ciao and good luck,

Maurizio Bertoli

www.marblecleaning.org â€” The **only** Consumers' Portal to the Stone Industry Establishment!

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