

# Water ring on black absolute tile.

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We just purchased a Benissimo systems black absolute counter top. The installer did not seal the counter and a plastic water cup was left by the sink and it left a white ring that would not wipe up. I was using a soft cloth with distilled water and the manufacturer recommended using mild soapy water first and if that doesn't work to use a poultice? Another friend recommended recreating the stain on an extra tile that we have and trying a color enhancer on it to see if that works. What would you recommend?

Dear C.:

“The installer did not seal the counter”

That's a very good thing: nobody can seal black “granite”. It is too dense a stone to take any impregnator (a.k.a. sealer) in. Some “mysterious problems” could develop if one tries anyway.

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It sounds to me like the manufacturer does not know stone from a tub of whipped cream if they suggested you that.

Poulticing is a procedure that one uses to remove deeply imbedded stains, not that “thing” that you have. Let me explain you:

A stain “a real stain” is always darker than the stained material. If it is lighter, it's either a mark of corrosion created by an acid (etching), or a caustic mark created by a base (bleaching). There are no known exceptions to this rule. In the case of natural stone, bleaching can't occur, and therefore they are etch-marks all the time: plain and simple surface damages, like shallow chemical scratches.

So the real question is: what was inside that plastic cup that could have caused that damage?

And unless it was a solution based on HF (Hydrofluoric Acid), why did your black “granite” ever get damaged like that?

Let me tell you: something is really fishy here. What kind of black “granite” do you have? One thing is for sure it is not the real black absolute from South Africa. So what is that stone and where is it coming from?!

My suggestion is that you consult with a reputable stone restoration professional to make a sure assessment of your problem.

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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