

# UbaTuba--just installed, hazy-- HELP!

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Maurizio, This is so embarrassing, cuz I've read so much on HGTV message boards, with fabricators giving their opinions and also citing you, that I should have paid closer attention. But, here's the deal. My UbaTuba counter (slab) was installed Friday. Shortly after the installers left, I noticed several areas of streakiness and haziness that won't wipe off. There's also a "drag" to the touch on the counter surface but not on the edges. They did the sink cut-out at the house, which kicked up some dust, as you might imagine; I've wiped the counter with a soft cloth, which has helped with some, not all, of the "dust," but not the "drag." The installers used lacquer thinner (or something labeled that, anyway) to remove the grease pencil marks and the freezer tape residue. Then, they sprayed sealer on the counter. But the fabricator had told me that the countertop would be sealed at the shop. Now, I've got what I hope is only the dullness/haziness of too much sealer (and I'm still not sure if any was needed, having read some posts about other dark, dense granites and the possibility for sealer build-up). I called the fabricator Friday afternoon and to one of the installers yesterday (Saturday) but have not heard back yet from either. When I do, should I get the installers to come back and clean up the hazy spots and with what? Acetone? If I can't get them back out here, how should I treat it myself? I haven't set so much as a glass of water on the counter since it was installed--nothing, nada! Haven't even used the stove yet for fear of doing some damage to the finish. I'm kinda sick about this but still hopeful that this is fixable. Your advice would be greatly appreciated. Peggy

Dear Peggy:

Yes, you're right, they should have never applied an impregnating sealer to Ubatuba: the stone is too darn dense to take any sealer in. I also believe you're right in your assessment that the residue of the sealer is the culprit of your current haziness and stickiness.

Removing the excess of impregnator now that's cured is not going to be easy. Acetone usually does not cut it; only Methylene Chloride would, but if for any chance your slab was resined by the factory â€“ which is a good thing) it could permanently destroy the resin near the surface. So, the chemical approach is something you want to avoid. Only a proficient stone restoration contractor could remove it easily with a little buffer and some polishing powder for marble (not for granite).

If I were you I would insist with the fabricator and installer that they take care of their own mess. If that won't work, see if you can find a stone restoration contractor in your area within the list of supporters of [marblecleaning.org](http://marblecleaning.org) that you can find by logging in at: <http://www.marblecleaning.org/supporters.htm>.

If for any chance it will come to the hiring of a stone restoration contractor and the guy may not be familiar with my little technique, have him contacting me.

Right now I'm in Australia giving seminars and teaching a class (that's why it took me a while to answer your query) but I will be back on April 20, and available to talk to any contractor you may end up hiring.

And don't worry: once everything will be taken care of, Ubatuba is one of the most enjoyable and maintenance-easy materials you can think of! J

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 â€“ as it should be intuitive â€“ 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](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 â€œ a 7-page document considered by many as an industry benchmark â€œ 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 â€œHelpful Hintsâ€• 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

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