

Absolute Black Granite Stains

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Hi Maurizio, I have read the many postings on your site about all the problems that people have been having with Black Granite and staining. I am sorry to say that I have the same problem. I am not even sure how it happened. I did not spill anything acidic on the granite but I have rings and discoloration in some areas. I wish I had read these posts before I bought the granite. I am actually dealing with BMG Granite in Hackensack NJ and they are being very helpful so far. We are in the early stages they are sending someone to see it next week for next steps. I think that you are from NJ have you heard of this company? Should I tell them that I want them to remove the impregnator that they put on the stone? How do they do that? Then we can see what the real stone looks like? I am not sure how to proceed, If they just "fix" it that will not prevent it from happening again. Help!! This is so very upsetting. Thank you so much for your help! Regards ToniAnn

Dear ToniAnn:

â€œ I did not spill anything acidic on the granite but I have rings and discoloration in some areas. â€•

Then it is not true that you live in Hackensack, NJ. As a matter of fact, you must not live on planet Earth at all! This side of tap water, there's very little in a kitchen that's not acidic. Even milk and coffee are acidic.

â€œ I wish I had read these posts before I bought the granite. â€•

And why? Just because either someone â€œsealedâ€• your stone or it's a doctored or mott slab? And besides, what has black â€œgraniteâ€• got to do with granite? L J

â€œ I am actually dealing with BMG Granite in Hackensack NJ and they are being very helpful so far. We are in the early stages they are sending someone to see it next week for next steps. I think that you are from NJ have you heard of this company? â€•

I've heard of them, but nothing in particular one way or another about their stone knowledge and/or business ethics.

â€œ Should I tell them that I want them to remove the impregnator that they put on the stone? â€•

If they did that, indeed it should be the first step.

â€œHow do they do that? â€•

There's more than one way to skin the cat. If they are professional enough they should know. It also much depends on the brand of the impregnator. Some can be removed with acetone (but very few at that), some other will require to be hit harder than that. I use no chemicals; only my polishing powder for marble. In no time, with no mess and no toxic fumes the job would be done. But it's a procedure that's very much my own and it's out of the mainstream. Not that I want to keep it as a trade secret, mind you (I don't even do contracting work any longer); but it requires a specific polishing powder for marble, a certain machine and the proper training, of course. Which is all stuff (including the training) that I sell.

â€œThen we can see what the real stone looks like? â€•

If the residue of the impregnator is the culprit, yes. If the stone is doctored or a â€œmuttâ€• black â€œgraniteâ€•, then no, it won't work. If it's not the impregnator the slab is simply no-good and it must be replaced with a real black â€œgraniteâ€•.

â€œI am not sure how to proceed, If they just "fix" it that will not prevent it from happening again. Help!! â€•

Relax, you're in good hands. No matter what, we will solve this matter for you. But let's not panic or rush to conclusions. They are cooperative and this is a very good thing. Have them remove the impregnator and then we'll take it from there. If they need assistance with that, have them contact me: I'll be only glad to help.

â€œThis is so very upsetting. â€•

I can appreciate that. And, needless to say, if marblecleaning.org could have its ways, situations like this one would not exist. But we can't do anything by ourselves. We need the support of the consumers to succeed. On that spiritâ€¦

May I ask you now to please read and e-sign our Statement of Purpose at: <http://www.marblecleaning.org/purpose.htm>
[?](#)

Ciao and good luck,

Maurizio Bertoli

www.marblecleaning.org â€œThe **Only** Consumers' Portal to the Stone Industry Establishment!