Black Impala has goast rings

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Q.I had beautiful countertops put in last October, black impala. Looked great for about a week when the glass rings started to show up. They are lighter colored rings and spots, not darker. I had called the dealer and they sent someone out to look at it. He told me the granite was a less dense granite and would absorbe water easily. He said they will go away after time...NOT! He then sprayed some cleaner on it and the rings and light spots went away...until it dried. It only looks worse. He also told me to take a tooth brush with bleach on it and scrub the spots. Kind of sounds dumb because they are light spots not darker. Now I freak out any time someone puts anything on my counter. I called again and they are coming back. Is it the sealer? Is it doctored? I should also say this is only the island. The rest of the kitchen has brown/tan granite...no problems. The black impala also sounds hollow! Has a tin/glass sound to it.

A.Hi Becky sounds like you have done some research and you just need to confirm is it the sealer that is etching or os my stone doctored.

After reading your question we cant put much faith in the dealer.

Impala black is a norite(geological classification) which is a perfect stone for the kitchen. It is a very dense stone which doesn't require sealing and is acid resistant.

It could very well be the sealer causing these problems because the sealer will sit on the surface. The stone is too dense to accept the sealer.

My advice would be to hire a bona fide stone restoration pro(with references) who can tell you what is going on.

He will be able to remove the sealer if in fact that is the issue and the story will have a happy ending.

If the stone is doctored you must demand a replacement counter right away.

Fred hueston makes a kit for testing doctored stone.

Find the kit and a pro at www.stoneandtilepros.com

If you cant find a pro and require more info please call us at the number listed on our websites. Please let us know how this turns out.

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