

stains on black galaxy counters & center island

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Saved From: <https://marblecleaning.org/knowledgebase/article.php?id=1770>

Q.I had my kitchen redone last July and my husband and I chose Black Galaxy granite as a countertop. Just weeks after we had it installed, I was making lemonade for my kids and I happened to leave my half full glass on the counter. About two hours later, I went to get my glass and there was a white film (ghost like) left on my counter. I called the place where I purchased the granite and he did come to my house but didn't know what to do. He is the owner of the business and he told me he never had this happen before. (Yeah right!!). I decided to live with the stain. Now, a few months later, I have another stain problem from tealights - candle wax. I called the granite place again and the owner told me that I can't be bothering him with every little stain I get and that I am on my own. He told me to cover it with black shoe polish. I am so upset with his improper behavior. I chose this granite business because this man lives five blocks away from me and I thought he would do me good. I wanted to file a complaint against him with the BBB but he is not listed with them. Should I take him to small claims court or is there a way to get rid of these stains on my own. Please help me. Thank you for your time, Carol

A.Hi Carol- Wow-Ok lets get down to business here.

If that is truly black galaxy (notite) it is an acid resistant, non porous stone. It should never be sealed period. If it was sealed and I am guessing that the installers may have sealed it plenty.

Hopefully that's the case. Then you will need a stone restoration professional to remove the sealer and end the problem. (find one @ www.stoneandtilepros.com)

That being said there are many black galaxy slabs that get resined by the producers. Slabs get resined for many different reasons but the bottom line is that the resins can fail in some cases. If this is the case that you have a resined slab that is failing you have the right to take the dealer to court. This may be a case of consumer fraud and you should contact Fred Hueston at www.stoneandtilepros.com who may be able to help you to get the tops replaced.

If you like call me at 888-400-4302.

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