

Drain Cleaner Ruined UbaTuba

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We just had UbaTuba installed in our newly remodeled kitchen. 3 days later, a bottle of drain cleaner was placed on the counter after it was poured in the sink. A drop or two must have run down the side of the bottle and the drain cleaner turned the stone WHITE. We now have a white 1/2 circle spot (looks like a burn) on the countertop. We have had two people from the company who installed the granite (one of which was the owner) come out to give their assessment... and they both stated that they have never ever seen anything do this to granite countertop before. What can I do?

Dear Leslie:

" they both stated that they have never ever seen anything do this to granite countertop before."

I believe that. And I also believe that they don't know much about stone and its possible reaction to certain (very strong)acids.

Luckily, there's a remedy to your situation: a bona fide stone restoration contractor will be able to slightly re-grind (hone) the damaged surface of your stone, thus eliminating the damage, and then spot-polish it to match the rest. Not easy to find a good one, but it is possible.

Let me know if you need help at locating a good pro.

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 far more important than the sealing*** (that in the case of charnockite - that's what Ubatuba is - didn't need to be sealed) 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 it from your dealer or installer. Don't become another statistic! By logging into the Helpful Hints section of our website at: <http://www.marblecleaning.org/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€" a 7-page document considered by many as an industry benchmark â€" is available in pay- per-download format in our Educational Literature section at: <http://www.marblecleaning.org/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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