

Water rings on granite countertops

Authored by: **Maurizio Bertoli** [mailto:mail@mbstone.com]

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We just put in new granite countertops and have noticed that if we put a sweating glass on the counter, that it leaves a ring. The granite is a natural brown with red in it. The company we purchased it from said it was sealed and just needed time to settle. What can we do to avoid/solve this problem. PS Our previous black with dark green granite did not do this.

Dear Sam antha:

• The company we purchased it from said it was sealed and just needed time to settle. •

When one thinks he heard them all, a new one pops out! *Time to settle???*... Oh what a pearl!!

No mercantile granite on the market should do what you're experiencing.

Hopefully, the damage that's occurring to your stone surface is only due to the (most likely useless) impregnator (a.k.a. sealer) that they applied to it.

The most important phase of the application of an impregnator is to make sure that every bit of the residue of the product is removed from the surface of the stone before it has a chance to dry, so that, at the end of the job, the surface of the stone is as bare as it was before the application of the sealer. It is very likely, however, that an invisible film of the product is left on the stone and it reacts to acidic substances; hence the mysterious "ghost" stains. If that's the case, you will have your fabricator come out and make sure to strip any possible residue of the product they applied to your countertop.

But how you determine if that's indeed the case?

Well, the way to find that out is to get hold of a piece of scrap of your stone free of any impregnator. Once you have it, spill some lemon juice or white vinegar on it, let it sit for 10 minutes or so, and then wipe it dry. If the spots under which the lemon juice or the vinegar sat are now dull, then the stone you have is not granite and can't even be classified as mercantile granite, for it does not perform like granite.

In such case, your best help can be found in the office of your attorney, because it would be full-fledged consumer fraud.

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Ciao and good luck,

Maurizio Bertoli

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