Grout film left on Travertine tiles

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We recently installed Travertine tile as a baksplash for a new counter top. The tile we saw in the showroom looked great. When installed,most of the tile was covered with light grout, destroying the charm of the tile. The contractor tried to correct by applying a second, and then third, coat of darker grout. Wet. ti looks pretty good. Dry, the unsighliness returned. What would you recommend we do

Dear Sue:

Get rid of your current installer and hire someone that knows what is doing. What else did you expect me to answer?...

Going by your report, the guy was not able to clean the grout film from the surface of the tiles when it was the right time to do it, and now, instead of cleaning it properly, he applies more grout (just darker) over it?!?!...

Does it make sense to you? It sure doesn't make any sense to me!

Now if the tiles that you have are hone-finished or tumble-finished (you didn't tell me whether your travertine tiles are polished or hone-finished or tumble-finished), the easiest way to go about it is to remove the excess grout by re-honing the surface of the stone with metal-grade sandpaper starting with 60 or 80 grit, and then work your way up to 240 grit. After that, you will apply to your tiles a good-quality stone color-enhancer/impregnator like MB-6 that will give you permanently the depth of color as if the stone were wet, without any sheen, though.

If they're polished instead, I believe that you're better off getting hold of a stone restoration contractor, because the removal of the grout film will most likely create some damage to the polished finish and some re-polishing may be necessary.

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

Ciao and good luck,

Mauri z io Bertoli

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