

White marks on black granite

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Hi - I have black granite in my kitchen, and white cloudy marks seem to pop up everywhere. When I call the guy that installed the granite he simply applies some more black wax and uses fire to push the white mark back into the granite. With abrasive wool he then wipes the wax off. This works but another mark just reappears somewhere else. I want to know what is causing this, he also does not know what is causing this and claims this is the first time he has encountered this problem. The marks vary from rings to cloudy shapes. No chemicals are ever used or placed on the surface so why is this happening and do you have any products to rectify this situation ?or is this a case that the granite has been doctored with?

Many thanks