

cloudy white stains

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

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Hi - I have black granite, 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. 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. Many thanks

Dear Jay:

I'm glad to see that you've already figured out what the real story is!

Yes, obviously that "black" "granite" has been doctored, and the installer's trying to "solve" the problem by further doctoring it where the doctoring makeup comes off!!

How about if you demand that he replaces your countertop with some real, un-doctored black "granite" without any further doctoring "ritual"?... Do you think it would be too much to ask, considering the kind of money that, I'm sure, you paid for that thing?

Did they ever disclose to you that your slab had been doctored?

And I won't even buy the lame lie that they didn't know. If that were true, how come they are so proficient at doctoring it again?!...

Just out of curiosity, what is their explanation for that "phenomenon"?...

Have your attorney write a "nice" letter to those criminals (I mean that), mentioning consumer fraud and all that, and see what happens...

We at marblecleaning.org will be here to help you at no charge.

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

Ciao and good luck,

Maurizio Bertoli

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