

black & tan granite with dull film

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Yesterday, I had a new granite counter top installed. It has a dull whitish film on it that I cannot remove. When the installers were here I asked what it was and they said, it was dirty and I should wipe it off with plain soap and water. They did not speak English well, and I haven't had a chance to call the granite company as yet, but reading some of the problems on the web, I am apprehensive that this filmy substance is not going to improve. We are unfamiliar with granite and now I am wondering (too late) if I made the right decision. HELP and THANK YOU. They were rubbing something on the granite which I assume was sealer and the counter top is not shiny.

Dear Delaney:

“They were rubbing something on the granite which I assume was sealer and the counter top is not shiny”

Do I have to understand that you were there when they applied the impregnator to your countertop?

If so, it is probably the residue of the impregnator that they neglected to remove before it had a chance to dry.

Now it's not going to be easy to remove that stuff, and certainly not with soap and water “which, not only is it not going to work, but is the wrong cleaner for polished granite, as well and anyway.

Call your fabricator and have them deal with their own mess. They owe that to you.

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 “as it should be intuitive” vastly more important than its sealing*** (if and when possible and/or advisable) 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 routine care from your dealer or installer. Don't become another statistic! By logging into the Helpful Hints section of our website at:

http://www.mbstone.com/HH_promo/helpful_hints.htm , you will be able to get the short version of our maintenance guidelines at no charge. The full version of it “a 7-page document considered by many as an industry benchmark” is available in pay-per-download format in our Educational Literature section at: <http://www.mbstone.com/literature/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 “Helpful Hints” 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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