

# Stained white tumbled travertine mosaic tiles

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Six months ago we installed a new shower with white tumbled natural mosaic tiles from Italy. They were sealed by the installer. We had no problem for 4 months but one day out of the blue after my son took a shower some of the tiles along the walls became much darker like they were stained. I waited for them to dry for a few days but no luck. I tried a commercial cleaner for natural stones no luck either. The tile store says it comes from the installation and that there is some water infiltration under the tiles that's why they don't dry. The installer says they are wrong because there is no way water can go underneath because he did everything right (plastic lining, concrete, caulking etc...) He says this is a tile problem. The tile store is telling me that natural stones cannot be defective therefore they are not responsible. Please , help us, we are stuck with a brand new bathroom and an ugly shower floor !

Dear Carole:

• They were sealed by the installer. •

Oh, thank goodness to that! For a minute you've got me worried! Only the gods know what would have happened if he didn't sealed them! You know, you may have spilt coffee or cooking oil in your stall without realizing it!!

At any rate, the stone dealer is right: there's no such an animal like a defective stone, and only water under the tiles can possibly cause the discoloration you're reporting. Of course, with the sealer in place and all, it will take much longer to dry, but there's no other possible cause that I can think of.

BTW, may I ask you what your understanding of •commercial cleaner for natural stone• is? Just curious• J

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

Maurizio Bertoli

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