

# white thassos floor with rusty stains after restoration

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I recently had a white thassos/black absolute granite floor restored. The day after, the white grout around the tiles developed a rust color. I tried to clean it with Intercare stone cleaner, but the rust color just spread. Now the white tiles in this area are also turning an orange/rust color, and I cannot remove it. I have a call in to the company, and am awaiting a response. Any ideas what I can do and/or what caused this?

Dear Denise:

Now, why on earth did you start doing things on your own (the use of that cleaning agent) without having a clue of what you were up against?

I don't know why you have those rust-looking stains, but I may have to consider the possibility that your stone restoration contracting company used what I consider a phony method of restoration called "crystallization", which involves the use of a strong acid together with steel-wool; which may explain the rusty stains.

Other than that I wouldn't know what else to think.

I would really appreciate it if you will keep my posted.

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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