

# CARE AND MAINTENANCE OF YOUR NATURAL STONE, TILE & GROUT

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and

STONECARE CENTRAL



YOUR ONE-STOP-SHOP FOR  
NATURAL STONE, TILE & GROUT  
PRODUCTS • INFORMATION • SERVICES

## ABOUT STONECARE CENTRAL

Stonecare Central is a truly unique resource for consumers and professionals who need to maintain natural stone, tile & grout. At the very heart of who we are is an ever growing network of seasoned pros representing various segments within the industry, many of whom are authors, writers for trade magazines, serve on boards, provide quality training and are heard on radio call-in programs, but above all actively work with natural stone, tile & grout on a daily basis. It is these Pros that provide the answers we give and determine which products we recommend and sell.

We don't manufacture any product, nor do we recommend any one manufacturer. Our Pros, however, have overwhelmingly agreed that the MB Stone Care line of products, developed by renowned stone expert, Maurizio Bertoli, is our house line of products. Regardless, you can be assured that before we add any product to our inventory it has been thoroughly tested in the field by our Stone Pros. (In fact, wherever you see "What Our Pros Say" on the details page for any product in our on-line store, just click on it to see the comments and feedback of our pros.)

Thus, our customers—both homeowners and contractors—benefit from the collective expertise of this network. Because we continually go through the trial and error and time and expense of identifying the very best products available, you don't have to. Manufacturers heed our input as well. When our Pros present an unmet need to the product manufacturers, they very often take that input and translate it into improvements or expansions in their product line.

Furthermore, we are committed to making honest, unbiased recommendations and price our products competitively. **Our driving goal is to be THE trusted resource for quality stone, tile & grout care and maintenance products, information and services.**

Throughout this Care and Maintenance of Your Natural Stone, Tile & Grout guide, whenever you see text in this format: **stone care product** you can refer to our Product Guide to find the right product for your need.

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*Your One-stop-shop for Natural Stone, Tile & Grout  
Care & Maintenance Products, Information and Services*

## NATURAL STONE, TILE & GROUT RESOURCES

### **VISIT OUR WEBSITE FOR MORE ANSWERS AND RESOURCES**

You can link to the **Solution Center**, a tremendous, and ever growing information repository where you can find answers in the Knowledge Base, access how-to's and more. And if you can't find your answer, you can Ask Our Stone Pros. Plus, you can find the quality care products you can count on to keep your natural stone, tile & grout in optimal condition.

# CONTENTS

About Stonecare Central	i
<b>Caring for Natural Stone</b>	<b>1</b>
Routine Preventive Measures	1
Treating Spills	1
<b>Cleaning and Maintenance</b>	<b>2</b>
Floors	2
Invest in quality cleaning tools	2
Newly Installed Floors	2
Newly Restored (Refinished) Floor	2
Kitchen Counter Tops	3
Treating Dried on Spills	4
For Extra Shine	4
Bath and Vanity	4
Vanity Tops	4
Removing Soap Scum	5
Treating Mildew	5
Commodes	5
<b>Sealing Your Stone</b>	<b>6</b>
The Lemon Juice (and Oil) Test	6
So How Do I Know If My Stone Should Be Sealed?	7
How Many Applications are Needed?	7
<b>Resining</b>	<b>8</b>
<b>Stain Management</b>	<b>9</b>
How to Remove a Stain – Poulticing Method	10
Definition of a Poultice	10
How to Prepare a Poultice and Use It to Remove Stains	11
Etching, a.k.a. “Water Stains” Or “Rings”	11
Combination “Stains”	12
<b>Maintenance Log</b>	<b>13</b>

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## CARING FOR NATURAL STONE

**N**atural stones—especially calcite-based stones such as marble, travertine, limestone, and many slates—have a delicate chemical composition that may interact in “strange” (damaging) ways with the cleaning solutions that were not specifically formulated for the task. Once you know WHAT to use, all you have to do is follow some basic guidelines and your natural stone installation will give you years and years of beautiful service.

### ROUTINE PREVENTIVE MEASURES

- Use coasters under drinking glasses, particularly those containing alcohol or citrus juices to avoid etching.
- Do not place hot items directly on the stone surface. Use trivets or mats under hot dishes.
- Use place mats under china, silver or other objects that can scratch the surface.
- Avoid cleaning products unless the label specifies it is safe for natural stone. This includes glass cleaners to clean mirrors over a marble vanity top or a liquid toilet bowl cleaner when the toilet sets on a marble floor.

### TREATING SPILLS

Some spills will turn out to be detrimental to stone if unattended. Orange juice, lemonade, wine, vinegar, liquors, tomato sauce, yogurt, salad dressing, perfume, after shave, the wrong cleaning products and so on, through a long list, most likely won't damage “granite” and “green marble” surfaces (at least in the short run), but will ETCH polished marble, travertine, limestone, onyx, alabaster and many a slate. Therefore,

**DO** pick up any spills as quickly as possible.

**DON'T** rub the spill, only blot it.

**DON'T** use cleaning products on or near your natural stone unless the label specifies that it is safe on natural marble (cultured marble is man-made, and it's basically a plastic material). This includes glass cleaner to clean the mirror over a marble vanity top, or a liquid toilet bowl cleaner when the toilet is set on a marble floor.

## CLEANING AND MAINTENANCE

### FLOORS

#### *Invest in quality cleaning tools*

A cleaning chore—any cleaning chore—is never a matter of a cleaning product only. The implements—cleaning rag, paper towel, scrubbing pad, squeegee, etc.—are important considerations as well. A good quality mop and the proper mopping bucket are critical to obtaining the best results when mopping your highly polished stone or porcelain floor.

We found that sponge mops are not the best choice for highly polished stone floors. A better choice is a good sized, closed-loop cotton string mop. However, the very best are [micro-fiber mops](#).

It is a good idea to have at least a couple of mop-heads, so that when one is dirty, all you have to do is throw it into the washing machine and use another one in the meantime.

#### *Newly Installed Floors*

The best thing to have done to a brand-new polished stone floor is a detailing job by a properly trained janitor, or a professional stone refinisher. Detailing means deep-cleaning the floor virtually square inch by square inch, removing all possible grout residue or film and adhesive, taking care of possible small damages left behind by installers, or a possible few factory flaws, and open the pores of the stone by using a [heavy-duty stone, tile and grout cleaner](#) or, in extreme instances, if a grout film is still present over the surface of the tiles, a [stone safe soap film remover](#), which would also be effective at removing mineral deposit due to the presence of chelates in its formula. (Grout film could be equated to mineral deposit.) In that way the stone can “breathe” and dry properly.

For porous stones like hone-finished limestone or certain mercantile granites, the application of a good-quality [impregnating sealer](#), is recommended if the floor is installed in a room where accidental spills of staining agents (i.e.: cooking oil, coffee, juice, etc.) are likely to occur.

The application of an impregnating sealer to highly polished marble and travertine, or polished high-density mercantile granites is not recommended.

Should you decide not to have your floor detailed,

**DON'T** damp-mop your floor immediately after installation and grouting. While you would not cause any real damage, the fine powder most likely left on the floor will be trapped in the water and may leave ugly and hard-to-remove streaks all over its surface. For the first week or so, just vacuum (being careful not to use vacuum cleaners that are worn.

The metal or plastic attachments or the wheels may scratch the surface. Upright vacuum cleaners are not recommended. Canister vacuum cleaners and central vacuum systems are the best) and dust mop (with a NON-treated dust mop or a clean, dry [micro-fiber mop](#)) your floor as often as you can. You will know it is ready to be washed when your hand remains clean (no whitish powder) after rubbing it on the floor.

#### *Newly Restored (Refinished) Floor*

**DON'T** damp-mop your floor using a solution of water and stone soap. As with any other soap, stone soap will leave a hard-to-remove deposit on the surface of the stone. Stone soaps have very limited applications and, most importantly, they are not for cleaning a highly polished stone floor. Even so-called “rinse-free” stone soaps are discouraged.

In fact, by reading the label on soap stone bottles, you will see that every so often (when you can't stand to look at your streaky and smeary floor any longer, that is!) you should be using a heavy duty stripper/degreaser to remove all the soap scum that has been accumulating on your otherwise beautiful floor by not rinsing it after damp-mopping it.

Always use a **pH neutral floor detergent**, opposed to soap. (Even dish soap would create the same problem.)

- DON'T damp-mop your floor using a solution of water with a commercially available cleaner, unless its label specifically indicates that it is safe to use on natural stone. Worse yet,
- DON'T damp-mop your floor using a solution of water and vinegar. Vinegar is highly acidic and will damage the stone.
- DO a deep-cleaning of your stone floor and grout lines when needed using a solution of water and a **heavy-duty stone, tile and grout cleaner**.

If your floor is in a foyer or any other room with direct access to the outside,

- DO use proper floor mats. The leather or rubber of your shoes won't damage your floor, but dirt will. It is important to have good rather than merely 'pretty' mats.'
- DO clean your floor mats often. When they get saturated with dirt and sand they defeat their purpose.

## KITCHEN COUNTER TOPS

Assuming that your kitchen counter-top is made either out of true or mercantile granite, green marble or soapstone or a hone-finished stone (if you have polished marble or polished travertine, then there's not much that can be done to maintain their highly glossy finish, other than ... well, never using your countertop!) there is one thing you must remember:

This firm rule applies to all stone surfaces: countertops, floors, walls, etc.

Using a "glass cleaner" or "water with a little dish soap" are common but erroneous recommendations that you may hear. Glass cleaners may turn out to be too harsh to both the stone and the sealer (if one has been applied), while water and dish soap can leave an unsanitary and unsightly film that will build up and become problematic to remove. (Wash your hands with dish soap and then rinse them under running water; observe how long and how much water it will take to rinse properly. To get the same rinsing result – which is the only one acceptable – for your countertops, you would have to rinse them with a garden hose!)

Generic household cleaners off the shelves of the supermarket are out, and specialty cleaners specifically formulated to deal with the delicate chemistry of stone are, very definitely, in order.

- DO clean your kitchen countertop regularly with a **stone safe cleaner**, full strength in areas near cooking and eating areas, and diluted in a proportion of 1:1 with water for less demanding situations such as vanity tops, areas of the countertop far from the cooking and eating areas.
- DON'T let any spills sit too long on the surface of your counter top. Clean spills up (by blotting only) as soon as you can.

***Treating Dried on Spills***

- DON'T** use any green or brown scouring pad. The presence of silicon carbide grits in them will scratch even the toughest "granite." You can safely use the sponges lined with a silvery net, or other plastic scouring pads. REMEMBER, it's very important to spray the cleaner and let it sit for a while to moisten and soften the soil, before scrubbing. LET THE CLEANING AGENT DO THE WORK! It will make your job much easier and will be more effective.

***For Extra Shine***

A **stone polish** can do a terrific job at brightening up your polished stone surface. Be sure that the ingredients are classified as "food-grade." As with all the products, be sure to follow the label instructions.

**BATH AND VANITY*****Vanity Tops***

- DO** clean your vanity tops regularly with a **stone-safe, soap free** product. Considering the light-duty cleaning that is typically necessary on a vanity top, you can generally dilute the product in a proportion of 1:1 with tap water and it will still perform flawlessly.
- DON'T** take chances with cleaning your mirrors over your marble vanity tops with a regular

***If a cleaning product was not specifically formulated to clean while NOT interacting with the chemical makeup of the stone, it is not safe to be used, period.***

glass cleaner. The over-spray could spill onto the marble surface and may damage it. Therefore,

- DO** clean your mirror with the same solution of water and **stone safe spray cleaner**. Even if you over-spray it, nothing bad is going to happen to your marble. TIP Rubbing alcohol works wonders for safely cleaning mirrors and won't harm marble.
- DON'T** use any powder cleanser, or—worse yet—any cream cleanser.
- DON'T** do your nails on your marble vanity top, or color or perm your hair nearby it.
- DON'T** put any wet bottle onto it (perfume, after-shave, etc.). Keep your cosmetics and fragrances in one of those pretty mirror trays (be sure that the legs of the tray have felts tips) or other appropriate container.
- DO** use a **stone polish** if you want to add some extra shine to your polished stone countertop surface and help prevent soiling.

***Shower Stalls***

- DO** monitor your grout and caulk lines periodically and address any problem immediately.
- DON'T** use any cleanser, either in a powdery or creamy form.

- DON'T use any generic soap film remover, such as TILEX SOAP SCUM® or X-14 SOAP SCUM® on your polished stone shower stall.
- DON'T use any mildew stain remover, such as TILEX MILDEW STAIN REMOVER® or X-14 MILDEW STAIN REMOVER® on your polished stone shower stall.
- DON'T use any magic self-cleaner, such as SCRUB-FREE® and the likes, or any harsh disinfectant, such as LYSOL®
- DO clean your shower stall daily. The easiest and most effective way is, after everybody has taken a shower, spray the walls and floor of the stall with a diluted solution of water and **spray cleaner**, then **squeegee**.

### ***Removing Soap Scum***

If you notice an accumulation of soap film (especially on the lower part of the walls and on the floor pan)

- DO use a **soap film remover** specifically formulated to be effective at doing the job of cleaning soap scum and hard mineral deposits, while not negatively interacting with the chemistry of natural stone.

### ***Treating Mildew***

If mildew appears on the grout lines of your shower enclosure

- DO clean the mildew stain with a **mildew stain remover** that has been formulated to be safe on natural stone, while being very effective at removing mildew and other biological stains.

### ***Commodes***

If your toilet bowl sits on a marble or other natural stone floor,

- DON'T use any generic toilet bowl cleaners. Possible spills will dig holes in your marble. Clean your bowl with a powdery cleanser and, if extra disinfection is desired, you can spray your toilet liberally with a **disinfectant spray** designated safe for stone.

## SEALING YOUR STONE

Let's start this important issue by explaining what a sealer for stone will do for you. Contrary to what your perception may be when you hear the word sealer, sealers for stone are all below-surface products and will not alter in any way, shape or form the original finish produced by the factory. They will not offer protection to the surface of the stone, either. They will only go inside the stone by being absorbed by it (assuming that the stone is porous enough to allow this to happen) and will clog its pores, thus reducing its natural absorbency rate. This will help prevent possible accidental spills of staining agents from being absorbed by the stone.

Also, contrary to what you may have heard, there is no blanket rule when it comes to sealing natural stone. Marble (especially all those mercantile marbles that are actually compact limestone) and travertine are NOT very porous. If you don't believe this, spill a few drops of water, say, on a polished travertine tile, and observe how long it will take to be absorbed (the area under the water would become darker). A very long time, if ever!

On the other hand, all granites must be sealed. Granite is indeed more porous than marble and will stain if not protected with a good-quality impregnator-type stone sealer. With that said, however, keep in mind that a vast majority of stones marketed as granite are not true granite. Consequently, while it is true that real granites need to be sealed, there are many other stones being sold as granite that are in fact much denser than granite that do not need to be sealed. Some may even develop problems related to the sealer, if sealed nonetheless.

At the other end of the spectrum, some other "granites" are so porous, that no sealer will do a satisfactory job at sealing them 100% or for a long time.

Sealers for stones, which are below surface, penetrating-type sealers (better referred to as impregnators), are designed to do one thing and one thing only: clog the pores of the stone to inhibit staining agents from being absorbed by it.

In fact, in some instances, "weird" problems

### THE LEMON JUICE (AND OIL) TEST

*The benchmark test to determine suitability of stone for your kitchen countertops*

*by Maurizio Bertoli*

It is time now to select the stone for your kitchen countertops. What do you look for?

Two things: Absorbency and acid sensitivity. You do NOT want a "granite" too darn absorbent, and you do NOT want a "granite" that is mixed with calcite (the main component of marble and limestone.). Line samples of any stones you are considering on a table or countertop, dust them thoroughly then spill a few drops of lemon juice and cooking oil on each one of them.

If you notice that where the juice and the oil hit the stone its surface turns dark just about immediately, you take those scraps and dump them in the garbage can without a second thought! If you notice that the juice and the oil take a little time to get absorbed (a half a minute or better), then you have a stone whose absorbency can be effectively controlled with a good-quality impregnator. If you finally notice that some samples will not absorb anything within, say, half an hour or so, then you may have a winner. That stone will not even need to be sealed!

Now, how to eliminate the word 'may' from the equation? The answer resides in another question: Why using lemon juice instead of, say plain water? Because, as I mentioned above, you're not just looking to determine the absorbency of the stones you're considering, but you also want to determine that your samples are 100% silicate rocks (whether true granite or not), opposed to some stones—still traded as granite—that are mixed with various percentages of calcite. If there's even a little calcite in the stone, it will react to the high acidity of the lemon juice (citric acid) and, when you wipe your spills dry, you will notice a dull spot of the same shape of the lemon drops. In such case, once again, off into the trash they go! If instead it's still nice and shiny under where the drops were, then you eliminated the 'may' factor!

that may appear to be etching on “granite” countertops turns out to be that the residue of sealer left on the surface of the stone (nothing went inside it) was being etched, certainly not the stone. In these instances, once the sealer is professionally removed, everything is fine.

*Note: Sometimes, marks of corrosion (etch marks) that an acidic substance will leave behind when coming in contact with the surface of some stones may look like water stains, or water rings, but they are neither stains, nor were they generated by water. The deriving (surface) damage has no relation whatsoever with the porosity of the stone (which determines its absorbency), but is exclusively related to its chemical makeup. No sealer in the entire world will do anything to prevent this. See the section on Stain Management for more information.*

### ***So How Do I Know If My Stone Should Be Sealed?***

Spill some water on your stone and leave it for up to 30 minutes before wiping it away. If after that time you find that the water merely beaded up on the surface, your stone won't take a sealer. However, if you notice that the stone remains darker for more than a few seconds where the water was after you have dried the surface area completely (think of how fabric darkens when it gets wet) then your stone should be sealed. If you're still not sure, consult one of our Stone Pros.

### ***How Many Applications are Needed?***

For some stones that are more porous than others, one application of sealer/impregnator may not be enough. But how will you know? Or when will you know if it is time to re-seal?

On mercantile granites that need sealing, at least two applications are recommended, with at least two hours in between applications. Very porous mercantile granites, sandstone, quartzite, etc. may require three or more applications. To find out if your stone is perfectly sealed, spill some water on it and wait for approximately half an hour, then wipe it dry. If the surface of the stone did not darken it means that the stone is perfectly sealed. Use this same test to determine when it is time to reseal.

## RESINING

Let's now talk about the "resining" process. What is it exactly? It is a procedure that was introduced to the stone world by the Italians not too long ago to improve on the natural characteristics of certain stones, namely certain "granites" that are either too porous, or inherently prone to having a high percentage of natural flaws, such as fissures, pitting, etc. Now, what's this mysterious process all about, and where and when is it done?

The "resining" of a slab is not done by the factories that process blocks into slabs. It is rather done by separate high-tech facilities where the slabs are delivered as they come out from the gang-saw, and before one of their two sides is further processed by grinding, honing and polishing. The slabs are enclosed in a vacuum-filled chamber, and a flowing resin (mostly ester-epoxy) is applied onto it. The vacuum environment helps the resin being deeply absorbed into the stone. After proper curing time, the slabs are sent back to the original processing plants, where they will be calibrated, ground, honed and polished. The resin will be totally eliminated from the polished surface of the slab and it will be exposed only as a filler of the possible natural fissure and pits of the stone and that would be otherwise unfilled and more or less obvious.

Is there anything wrong about such a procedure? Not really. There is indeed a lack of data about the long-term effect (if any) of the resin inside the stone, but there are solid reasons to believe that nothing bad will come from it. The type of resin, ester-epoxy has been used in the stone industry for a few generations already and it's the base of a few impregnator/sealers, as well. Once cured, such resin is chemically inert (thus totally safe) and doesn't react with any chemical, except Methylene Chloride.

There are, however, a couple of things to be taken into consideration:

- 1) Sometimes the "resining" process is used to "upgrade" slabs. Translation: by resining the low-grade slabs they will become "good." If the resining is done to eliminate the absorbency of the stone or to fill the natural pits, that is okay, but if it is done to mask some bad slab ... well, you fill in the blanks.  
This is just another reason why the reputation of your fabricator is paramount. A good fabricator will never buy "doctored" slabs!
- 2) While you could put a hot pot or pan right out of the stone onto "granite" that was not resined, you could NOT do that if the slab had been resined. Irreparable damages to the resin will occur.
- 3) Certain resins may turn out to be photosensitive and alter its color over time if exposed to UV rays.

All in all, however, it is the educated opinion of this writer that "resining" is good (with the limitations listed above). Even "granites" that wouldn't normally make my list of preferences would become more than acceptable if "resined".

How to find that out? Very simple, ask your fabricator.

## STAIN MANAGEMENT

We all know what a stain is, right? ... Or do we ...

Let's start by saying that a stain is a discoloration. So far, so good.

The fact is, however, that not all discolorations are stains. To illustrate the point, let's take, for example, a piece of common fabric. Fabric is typically absorbent. Therefore, if we spill some liquid onto it, the material will absorb it. If it is only water, it will leave a temporary stain. In fact, once it dries, the fabric will go back to its original color (plus, maybe, some mineral deposit can we can just brush away), but if coffee, or cooking oil is spilled on it a stain will occur because the fabric will absorb the staining agent and change its color in a permanent way, unless we do something to remove the agent from the fabric.

On the other hand, if bleach is spilled on that same fabric, a discoloration will occur, but it can hardly be defined as a stain because it is actually a permanent damage to the dye that originally made the color of the fabric.

As with the fabric example, when it comes to natural stone there are stains that are in fact stains, and there are "stains" that are actually discolorations that are due to something else.

All stones are, more or less, absorbent. One may say that diamonds or gemstones are not absorbent. That's right, but a gemstone is not actually a stone. It is in fact made of one crystal of one single mineral. All other (less noble) stones are the composition of many crystals, either of the same mineral, or of different minerals bonded together. The "space" in between these molecules of minerals is mostly what determines the porosity of a stone. That said, what is next is the fact that the porosity of stones varies greatly, and so does, of course, their absorbency. Some of them are extremely dense, therefore their porosity is minimal. What this translates into is the fact that the absorbency of such types of stone is so marginal that—by all practical intents and purposes—can be considered irrelevant. Some other stones present a medium porosity, and others at the very end of the spectrum are extremely porous. Because of their inherent porosity, many stones will absorb liquids, and if such liquids are staining agents, a true stain will occur.

***A true stain is a discoloration of the stone produced by a staining agent that was actually absorbed by the stone.***

Other 'discolorations' have nothing to do with the porosity (absorbency) of the stone, but rather are a result of damage to the stone surface. All those 'stains' that look like 'water spots' or 'water rings' are actually marks of corrosion (etches) created by some chemically active liquid (mostly—but not necessarily limited to—acids) which had a chance to come in contact with the stone. All calcite-based stones such as marble, limestone, onyx, travertine, etc. are sensitive to acids. Therefore, they will etch readily (within a

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**A true stain is always darker than the stained material.**

If it appears as being of a lighter color it is not a stain but either a mark of corrosion (etching) made by an acid, or a caustic mark (bleaching) made by a strong base (a.k.a., alkali). In other words, a lighter color "stain" is in fact always a surface damage and has no relation whatsoever with the absorbency rate of the damaged material – stone or whatever.

**There is not a single exception to this rule.**

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few seconds). Many a slate, too, will etch, and so will a few “granites” (those that instead of being a 100% silicate rock are mixed with a certain percentage of calcite.)

Now let's see what to do to remove stains.

## HOW TO REMOVE A STAIN – POULTICING METHOD

### *Definition of a Poultice*

What's a poultice? It is the combination of a very absorbent medium (it must be more absorbent than the stone) mixed with a chemical, which is to be selected in accordance with the type of stain to be removed. The concept is to re-absorb the stain out of the stone. The chemical will attack the stain inside the stone, and the absorbent agent will pull them both out together.

It is intuitive that while the absorbent agent can be the same all the time, regardless of the nature of the stain to be removed, the chemical will be different, in accordance with the nature of the staining agent, since it will have to interact with it.

The absorbent part of a poultice could be (in order of preference), talcum powder (baby powder), paper-towel and diatomaceous earth (the white stuff inside your swimming pool filter) for larger projects.

'Professional poulticing kits' are really unnecessary. Anybody with no experience whatsoever can make their own homemade poultice.

As we said before, the chemical must be selected in accordance with the nature of the staining agent. There are five major classifications of stains:

1. **Organic** stains (i.e. coffee, tea, coloring agents of dark sodas and other drinks, gravy, mustard, etc.)
2. **Inorganic** stains (i.e. ink, color dyes, dirt – water spilling over from flower and plant pot, etc.)
3. **Oily** stains (i.e. any type of vegetable oil, certain mineral oils – motor oil, butter, margarine, melted animal fat, etc.)
4. **Biological** stains (i.e. mildew, mold, etc.)
5. **Metal stains** (i.e. rust, copper, etc.)

The chemical of choice for both organic and inorganic stains is hydrogen peroxide (30/40 volumes, the clear type—available at your local beauty salon. The one from the drugstore is too weak, at 3.5 volume). Sometime, in the case of ink stains, denatured alcohol (or rubbing alcohol) may turn out to be more effective.

For oily stains our favorite is acetone, which is available at any hardware or paint store. (Forget your nail polish remover. Some of them contain other chemicals, others contain no acetone whatever.)

For biological stains, one can try using regular household bleach or a [mildew stain remover](#) designated safe for stone.

For metal stains, our favorite is a white powder (to be melted in water) called Iron-out™ which can be found in any hardware store.

### *How to Prepare a Poultice and Use It to Remove Stains*

#### **WEAR RUBBER GLOVES ALL THE TIME, WHILE HANDLING CHEMICALS!**

If you've chosen talc powder (baby powder) as your absorbent medium,

1. Mix it—using a metal spatula or spoon—in a glass or stainless steel bowl, together with the chemical, to form a paste just a tad thinner than peanut butter (thin enough, but not runny.)

If you are attempting to remove a metal (rust) stain, first melt the Iron-out™ with water—according with the directions on the container—then mix it with an equal amount of talcum powder, adding water if it turns out to be too thick, or talcum if it is too runny.

2. Apply the poultice onto the stain, going approximately ½" over it all around, keeping it as thick as possible (at least ¼").
3. Cover the poultice with plastic wrap, and tape it down using masking tape.
4. Leave the whole thing alone for at least 24 hours, then remove the plastic wrap.
5. Allow the poultice to **dry thoroughly!** It may take from a couple of hours to a couple of days or better, depending on the chemical. **Do NOT peek!** This is the phase during which the absorbing agent is re-absorbing the chemical that was forced into the stone, together (hopefully!) with the staining agent, and you do NOT want to interrupt that process.
6. Once the poultice is completely dry, scrape it off the surface of the stone with a plastic spatula, clean the area with a little squirt of **stone safe spray cleaner**, then wipe it dry with a clean rag or a sheet of paper-towel.

If the stain is gone, your mission is over! If some of it is still there, repeat the whole procedure (especially in the case of oily stains, it may take up to 4 or 5 attempts). If it didn't move at all, either you made a mistake while evaluating the nature of the stain (and consequently used the wrong chemical), or the stain is too old and will not come out, or it was not a stain, but another type of discoloration.

If you decide to use a paper-towel instead of talc powder, make a "pillow" with it (8 or 10 fold thick) a little wider than the stain, soak it with the chemical to a point that's wet through but not dripping, apply it on the stain and tap it with your gloved fingertips to insure full contact with the surface of the stone. Then take it from step 3 above.

### ***Etching, a.k.a. "Water Stains" Or "Rings"***

Polished marble, travertine, onyx, limestone, etc. are all calcite-based stones, and as such are affected by pH active liquids, mostly acidic in nature. In layman's language, when an acidic liquid gets on a polished marble, travertine, many a slate, etc. surface, it etches it on contact. That is, it leaves a mark of corrosion that looks like a water-stain or ring. Such surface damage has nothing to do with the absorbency rate of the stone (typically quite low, anyway), but exclusively with its chemical makeup, which, as mentioned before, is mostly calcite (Calcium Carbonate, CaCO<sub>3</sub>). Trying to remove the "stain" by poulticing it would be useless exercise, since it is not a stain, no matter what it looks like.

So, how do you remove a chemical etch-mark, which, as seen, is not a stain but a surface damage?

You don't! In fact an etch mark can be effectively compared to, and defined as, a shallow chemical scratch. A scratch is something missing (a groove), and nobody can remove something missing. It would be like trying to remove a hole from a doughnut! The only thing one can do is to eat the doughnut, and ... the hole is gone! Same thing with a scratch: you must actually remove whatever is around the groove, down to the depth of the deepest point of the scratch.

You are actually facing a full-fledged—though small in size—stone restoration project! Is this a task for the average homeowner?

The answer is: Maybe.

If it is polished marble or travertine or onyx, then there's hope. If it is hone-finished marble or travertine, or hone-finished slate (like a chalk-board), or mixed "granite", then you probably should hire a professional stone refinisher. If it's a cleft-finished slate (rippled on its surface), then nobody can actually do anything about it, other than attempt to mask it by applying a good quality [stone color enhancer](#).

If the etch is light (the depth is undetectable by the naked eye, and it looks and feels smooth, then a [polishing compound for marble](#) will work quite well without requiring the experience of a professional and no specific tools are needed, other than a piece of terry cloth.

### ***Combination "Stains"***

Finally, we may have a combination of a stain with etching. For example, if some red wine is spilled on an absorbent polished limestone, then the acidity of the wine (acetic acid) will etch (corrode) the surface on contact, while the dark color of the wine will stain the stone by being absorbed by it. In such a case, first you remove the stain by poulticing (hydrogen peroxide), and then repair the etching by refinishing the surface.

For more resources visit the ***Caring For It*** section on our website.

## MAINTENANCE LOG

Use this log to record significant information regarding your stone, tile & grout installations.

Site	Event	Date	Comments, Stone Name, Product(s) Used

NOTES:

## RECOMMENDED CARE PRODUCTS

For Caring and Maintaining Your Precious Stone

### CLEANING AND MAINTENANCE PRODUCTS

#### **MB STONE CARE MB-1 MARBLE, GRANITE & MORE FLOOR CLEANER**

Just add 1 to 2 ounces of MB-1 Marble, Granite and More Floor Cleaner to a gallon of warm or cold water and watch your polished or honed stone floor come alive!

Its pH balanced, NO RINSE formulation effortlessly cleans soil and grime and dries with NO STREAKS. Special inorganic salts in the formula act as moisturizers and optical brighteners, actually enhancing the shine on the floor.

Also excellent for wood floors, ceramic and porcelain tiles and great for the maintenance of large commercial floors with automatic scrubbing machines, too!

*Available in US Quart (.964 Liter) and US Gallon sizes*

#### **MB STONE CARE MB-2 HEAVY DUTY STONE, TILE & GROUT CLEANER**

A powerful heavy-duty alkaline cleaner designed to tackle the most demanding cleaning job on tiles, grout and all natural stones!

MB-2 is a highly concentrated product designed to clean the toughest soils from tiles, grout and all natural stones. This biodegradable powerful cleaning agent, formulated with the latest cutting-edge technology, will clean deep into your grout and any other treated surface effectively and easily.

*Available in US Quart (.964 Liter) and US Gallon sizes*

#### **MB STONE CARE MB-3 SOAP FILM REMOVER**

MB Stone Care MB-3 Soap Film Remover is the ideal solution to get rid of unsightly and unsanitary soap film and hard water deposits without damaging the polished surface of your stone shower stalls.

It also works great to clean any grout film left on the surface of the stone by the installer.

*Available in US Quart (.964 Liter) size*

#### **MB STONE CARE MB-4 STONE & MORE IMPREGNATOR/SEALER**

MB Stone Care MB-4 Stone and More Impregnator/Sealer effectively inhibits liquids from being absorbed by all natural stones including marble, granite, travertine, limestone and serpentine (green marble) greatly reducing the possibility of staining. It is also effective on most terracotta and even on concrete!

And unlike silicone or Siloxane-based impregnators, it doesn't need frequent reapplication. The first application(s) will protect your valuable stone for years to come. Comes with a 10 year warranty!

*Available in US Quart (.964 Liter) and US Gallon sizes*

#### **MB STONE CARE MB-5 MARBLE, GRANITE & MORE SPRAY CLEANER**

Effortlessly and effectively clean your granite, marble or other stone kitchen countertops, vanity tops, as well as mirrors, gilded

fixtures, and other delicate surfaces you don't want just any chemical to touch.

MB Stone Care MB-5 is also great for light daily cleaning of your shower walls, too!

*Available in US Quart (.964 Liter) and US Gallon sizes*

#### **MB STONE CARE MB-6 STONE COLOR ENHANCER (WATER REPELLANT SEALER)**

MB Stone Care MB-6 Stone Color Enhancer is the ideal product to achieve that 'wet look' on tumbled marble, low-honed finished limestone and travertine, honed (black) granite, etc. It is at the same time a good water-repellent sealer -- two applications will do for most stones!

*Available in 20 Fluid Ounce and US Gallon sizes*

#### **MB STONE CARE MB-7 STONE POLISH PRESERVER**

A unique blend of fine synthetic resins, MB Stone Care MB-7 Stone Polish Preserver effectively protects the finish of your polished stone floor with an invisible, non-slippery 'buffer' which greatly delays the visual effects of wear and tear by foot traffic. Because this product is not a wax, there is no buildup and never needs to be stripped. Works very effectively on high-gloss polyurethane finished wood floors, too!

*Available in US Quart (.964 Liter) and US Gallon sizes*

#### **MB STONE CARE MB-9 MILDEW STAIN REMOVER**

Just spray it on and watch the mildew disappear with no scrubbing!

MB Stone Care MB-9 Mildew Stain Remover is safe on most delicate polished stone surfaces.

For Contractors: MB Stone Care MB-9 is also amazing for power-washing outdoor stone cladding and concrete from pollution, mildew and mold soiling!

*Available in US Quart (.964 Liter) size*

#### **MB STONE CARE MB-11 MARBLE POLISHING POWDER**

MB Stone Care MB-11 Marble Polishing Powder is a professional-grade product, yet user-friendly that enables you to polish marble like the Pros!

MB-11 Marble Polishing Powder will restore the majority of "Water Stains" and "Acid Rings" (chemical etches, that is) without the expensive services of a stone restoration professional. While not universal, MB-11 polishes most Marbles, Travertine, Alabaster (Marble-Onyx), Onyx and polished Limestone not by coating, but by abrasion and friction (like gemstone) as it was originally done in the factory.

Contains no "crystallization" acids!

*Available in 6 Ounce jars*

**MB STONE CARE MB-13 STONE POLISH**

MB-13 Stone Polish is a no-wax stone polish that coats the stone surface with a smooth and shiny shield. All the components in its formula are classified as food-grade. It helps keeping fingerprints and other smudges at bay, and making the routine cleaning of your granite countertop with our MB-5 or our MB-17 a lot easier.

*Note: MB-13 is not to be used on floors.*

*Available in US Quart (.964 Liter) size*

**MB SURFACE CARE MB-15****SPRAY CLEANER/DISINFECTANT FOR COUNTERTOPS & MORE**

When total disinfecting in addition to a thorough cleaning is mandated, MB Surface Care MB-15 Spray Cleaner/Disinfectant kills dangerous bacteria such as athlete's foot fungus, type A influenza, salmonella, e-coli bacteria and much more. *Be sure to follow the directions on the back label carefully.*

*Available in US Quart (.964 Liter) size*

**MB STONE CARE MB-17 STONE WIPES**

MB Stone Care MB-17 Stone Wipes are pre-moistened with an adapted formulation of the extremely popular MB Stone Care MB-5 Marble, Granite & More Spray Cleaner. Nothing beats the practicality and convenience for wiping down your countertops. They are also great for light daily cleaning of your shower stalls. Comes in a convenient 70 Count container

**MB STONE CARE COUNTERTOP KIT I**

MB Stone Care Countertop Kit One contains everything you need to keep your granite countertops looking their best at all times:

- MB-4 Stone and More Impregnator-Sealer (1 US Quart) for sealing
- MB-5 Marble, Granite and More Spray Cleaner (1 US Quart) for routine cleaning
- MB-13 Stone Polish (1 US Quart) for beautifying\*

*\*Note: MB-13 Stone Polish is not to be used on floors*

**MB STONE CARE COUNTERTOP KIT II**

MB Stone Care Countertop Kit Two comes with:

- MB Stone Care MB-4 Stone and More Impregnator/Sealer for sealing (1 US Quart)
- MB Stone Care MB-5 Marble, Granite and More Spray Cleaner for routine cleaning (1 US Quart)
- MB Surface Care MB-15 Spray Cleaner/Disinfectant for Countertops and More for disinfecting (1 US Quart)
- MB Stone Care MB-13 Stone Polish\* for beautifying (1 US Quart)

*\*Note: MB Stone Care MB-13 Stone Polish is not for floors.*

**MB STONE CARE MARBLE REPAIR KIT**

MB Stone Care Marble Repair Kit is an essential care product kit that comes in a beautiful presentation box. It contains:

- MB Stone Care MB-11 Marble Polishing Powder (6 Oz) to remove light to medium "water stains"
- MB Stone Care MB-5 Marble, Granite and More Spray Cleaner (1 US Quart.) to clean
- MB Stone Care MB-13 Stone Polish\* (1 US Quart.) to beautify.

This terrific kit will enable you to take care of your light to medium etching ("water stains" or "rings") and very light scratch patterns.

*\*MB Stone Care MB-13 Stone Polish is not for floors.*

**IMPLEMENTS & TOOLS****THE CLASSIC OR ELITE DOUBLE-BLADE SQUEEGEE, MADE BY CLERÉT**

*Squeegees that win fancy awards?* That is exactly what our line of squeegees have done. Clerét doesn't make boring, ordinary looking squeegees and other things. They make products that are downright cool looking, fun to use, and work great.

These squeegees have become the most highly acclaimed squeegees on the planet earning high praise from *The New York Times*, *The Wall Street Journal*, *Business Week*, and the *Smithsonian Institution*.

**MB MICROFIBER MOP**

While the micro-fiber technology is rather recent in the U.S., it has been popular for many years in Europe, where it was first developed. The MB MicroFiber Mop® is Italian-made and passed with flying colors every possible demanding test we submitted it to. The MB MicroFiber Mop® is an excellent product and will last much longer than any other type of mop on the market.

*It is a good idea to have at least a couple of mop-heads, so that when one is dirty, all you have to do is throw it into the washing machine and use another one in the meantime.*

**MB MOPWRINGER®**

This bucket is a masterpiece of ingenuity. It will allow you to clean large floors with little water, while constantly using a clean solution, both very important considerations for properly maintaining your stone floors.

## RECOMMENDED CARE PRODUCTS CHECKLIST CATEGORIZED

### FOR YOUR BATHROOM

- MB-2 Heavy Duty Stone, Tile & Grout Cleaner
- MB-3 Soap Film Remover
- MB-5 Marble, Granite & More Spray Cleaner
- MB 9 Mildew Stain Remover
- MB-11 Marble Polishing Powder
- MB-13 Stone Polish
- MB-15 Spray Cleaner/Disinfectant for Countertops & More
- MB-17 Stone Wipes
- Dual-blade Squeegee (Classic or Elite) made by Clerét

### FOR YOUR KITCHEN COUNTERTOPS

- MB-2 Heavy Duty Stone, Tile & Grout Cleaner
- MB-5 Marble, Granite & More Spray Cleaner
- MB-11 Marble Polishing Powder
- MB-13 Stone Polish
- MB-15 Spray Cleaner/Disinfectant for Countertops
- MB-17 Stone Wipes
- Countertop Kit I
- Countertop Kit II
- Ongoing Care Kit

### GENERAL (WALLS, FIREPLACES, ETC.)

- MB-5 Marble, Granite & More Spray Cleaner
- MB-11 Marble Polishing Powder
- MB-13 Stone Polish
- MB-17 Stone Wipes

### FLOORS

- MB-1 Marble, Granite & More Floor Cleaner
- MB-7 Stone Polish Preserver
- MB-11 Marble Polishing Powder
- MB MicroFiber Mop™
- MB MopWringer™

### SEALING AND COLOR ENHANCING

- MB-4 Stone & More Impregnator/Sealer
- MB-6 Stone Color Enhancer (Water Repellant Sealer)

Visit our website for a rich resource of information and for all of your stone care needs.