1. Why does granite stain?

Granite is like any other natural stone—it can be porous and absorbent. Stone that has swirls and/or veins, or granite with smaller-sized crystals, tends to be more absorbent and more likely to stain.

2. Why should natural stone, tile and grout be sealed?

Protected surfaces will be easier to clean, less likely to stain and help to preserve your surface for years to come.

3. How can I tell if stone has already been sealed?

Simply apply a drop of water at least 13 mm in diameter to the top of the stone and let it stand for at least 5 minutes. If, after 5 minutes, the stone does not darken, then your stone has most likely been sealed.

4. Is one coat of sealer enough for natural stone?

When sealing dense stone, one (1) coat should be sufficient. Most stone and grout, however will require at least two (2) coats of sealer.

5. Will STONETECH® sealers change the look of countertops?

STONETECH natural look penetrating sealers with yellow labels create an invisible shield in the stone that protect against stains without darkening or changing the stone's appearance. STONETECH enhancing sealers, however, deepen the colour, seal the stone and are clearly marked with a red label.

6. How can mildew be cleaned off of the grout in my shower?

Depending on the surface, and the amount of mildew we recommend using STONETECH MOLD & MILDEW STAIN REMOVER.

7. Why use water-based sealers?

STONETECH water-based sealers deliver superior performance, are low odour, non-flammable, have fewer fumes (lower VOC) than solvent-based sealers and thus better for you and the environment.

8. Can a penetrating sealer such as STONETECH BULLETPROOF® SEALER be removed from the stone?

STONETECH® KLENZALL™ CLEANER can be used to remove STONETECH BULLETPROOF® SEALER as well as all the STONETECH penetrating sealers, with the exception of STONETECH enhancing sealers (e.g. STONETECH ENHANCER PRO™ SEALER). A test area is recommended to help determine how many times you will need to wash the surface to remove the sealer. Use STONETECH KLENZALL CLEANER pure. This process can reduce the amount of STONETECH ENHANCER PRO SEALER in a natural stone or masonry surface; however, complete removal of the enhancing sealer is not always possible.

9. Even though a penetrating sealer (e.g. STONETECH BULLETPROOF® SEALER) was applied to the marble, etch marks are still occurring. Is the sealer working?

If water is repelled (beading, no darkening of stone) then the penetrating sealer is working. Penetrating sealers provide protection against water or oil borne staining but cannot provide protection against etching.

10. A hazy residue has appeared after applying STONETECH BULLETPROOF® SEALER? How can this residue be removed?

For medium-high absorption materials: Within the first several hours after application when the sealant is not yet completely dry, simply reapply the sealer. Allow the sealer to sit and soak for 2-3 minutes then agitate the surface with a nylon brush or white nylon scrub pad. Wipe thoroughly dry.

For low absorption materials: STONETECH STONE & TILE CLEANER can be used in its pure, concentrated form to remove the excess residue. Allow the cleaning solution to sit and soak for 2-3 minutes. Agitate the surface with a nylon brush or white nylon scrub pad, remove the cleaning solution and rinse thoroughly. A repeat wash may be necessary.

For stubborn residues: If residue remains after initial cleaning per the above steps, STONETECH KLENZALL CLEANER may be used using the heavy duty dilution ratio.

Once the residue has been removed resealing may be necessary.

11. How can the STONETECH ENHANCER PRO™ Sealer be removed?

Once applied the STONETECH Enhancer Pro Sealer is very difficult to remove. Within 24 hours of application, washing with mineral spirits or other similar solvent(s) may reduce the amount of STONETECH ENHANCER PRO SEALER in the substrate. After 24 hours, the ability of the solvent(s) to reduce the amount of STONETECH ENHANCER PRO SEALER in the surface decreases. Paint stripper may also be tested.

Once the STONETECH ENHANCER PRO SEALER has cured, mechanical abrasion may be required if removal is still necessary. None of the products in the STONETECH line will remove or reduce the STONETECH ENHANCER PRO SEALER.

12. Is there a product that can be applied over an etch mark to repair the shine?

Etching can only be properly repaired by mechanically refinishing the damaged area. A topical coating (e.g. STONETECH ENHANCER PRO™ SEALER) will not restore the original appearance of the surface.

13. How can hard water deposits be remove from natural stone or masonry?

If the substrate is not acid sensitive, then STONETECH RESTORE™ ACIDIC CLEANER can be used. On an acid sensitive substrate, we recommend testing in a small, inconspicuous area. For acid sensitive substrates, mechanical refinishing may be necessary. Always use proper personal protective equipment (PPE) and read instructions for use carefully prior to using STONETECH RESTORE ACIDIC CLEANER.

14. Can STONETECH ENHANCER PRO™ SEALER be applied over a penetrating sealer (e.g. STONETECH BULLETPROOF® SEALER)?

STONETECH enhancing products (e.g. STONETECH ENHANCER PRO SEALER) cannot be applied over a penetrating sealer. The penetrating sealer present will not allow the enhancing product to penetrate the surface evenly or will prevent the enhancing sealer from penetrating at all.

The penetrating sealer will have to be removed prior to applying an enhancing product to the substrate (*see question #8 above*).

15. A sticky, tacky film has appeared on the floor after applying the STONETECH ENHANCER PRO™ SEALER. How can this be removed?

Within 24 hours of application, test reapplying the sealer and scrubbing with a nylon brush. After 2-3 minutes of agitation, wipe the surface clean and dry. For stubborn residues, or if more than 24 hours has past, a solvent may be necessary.

First test odourless mineral spirits and, if a stronger solvent seems necessary, test lacquer thinner. Apply solvent to a small area and begin agitating with a nylon brush or white nylon scrub pad. After 2-4 minutes of agitation, remove the solvent with clean, dry towels. Wipe the surface thoroughly dry. Replace towels often for best results. Once the surface has thoroughly dried, test for water repellency. If water is repelled the reapplication of STONETECH ENHANCER PRO SEALER should not be required.