GRANITEPRO



HOMEOWNER CARE GUIDE

Hard Marble Countertop Care

Simple habits and expert guidance to keep your new countertops beautiful for the life of your kitchen.

WELCOME

Getting to know your stone

Hard marble is a dense, durable natural stone—tougher and less porous than traditional marble, which is why it performs so well in busy kitchens. With a little everyday care, your countertops will easily outlast the life of your kitchen.

Like every natural stone, hard marble has two traits worth understanding. It has a **natural porosity**, which is protected by the sealer we apply at installation. And its mineral makeup **reacts to acids**. Nearly every care question comes back to one of these two things—so it helps to know the difference between a stain and an etch.

A stain

A **darker or discolored spot** where a liquid has soaked into the stone.

Common causes: cooking oil, grease, butter, red wine, coffee, tea.

USUALLY REMOVABLE

An etch

A **dull, lighter spot** where an acid has reacted with the surface. It may feel slightly rougher than the stone around it.

Common causes: lemon, lime, vinegar, tomato sauce, soda, harsh cleaners.

NEEDS PROFESSIONAL REPAIR

CARE AT A GLANCE

Three habits. Decades of beauty.

EVERY DAY

Soap & water

Wipe with warm water and a few drops of mild, oil-free dish soap. Dry with a soft towel.

WEEKLY

Stone cleaner

Use a pH-neutral cleaner made for granite and natural stone to lift soap film and restore shine.

EVERY 3–5 YEARS

Reseal

Refreshes your stone's protection. Resealing is covered by the GranitePro warranty program for the first 3 years.

CLEANING

Your cleaning routine

Daily cleaning

1. **Clear the surface**
   Wipe away crumbs and spills as they happen.

2. **Wash gently**
   Use warm water with a few drops of mild dish soap and a soft cloth or non-scratch sponge.

3. **Wipe dry**
   Dry with a paper towel or microfiber cloth to prevent water spots and soap film.

Weekly cleaning

Once a week, use a **pH-neutral "granite & stone" cleaner**. These are available at most grocery and hardware stores and remove leftover soap film and tougher spills—keeping your countertops clean and shiny.

> **Check your soap label.** Make sure your dish soap contains no oils. Some "natural," organic, or moisturizing soaps include plant oils that can darken your stone over time.

Safe to use

- ✓ Mild, oil-free dish soap and warm water
- ✓ pH-neutral cleaners labeled safe for granite or natural stone
- ✓ Soft cloths, microfiber, and non-scratch sponges

Avoid

- × Bleach, ammonia, vinegar, and citrus-based cleaners
- × Glass, bathroom, and all-purpose sprays
- × Scouring powders, scrub pads, and melamine "erasers"
- × Stone polishes, waxes, and oil soaps

Rule of thumb: if a product doesn't say it's safe for granite or natural stone, don't use it on your countertops.

Why we skip "polish" products

Polishing products leave a residue that builds up over time, trapping dirt and grime and making the stone look dull and worn. It can be removed, but it's far better to avoid it in the first place.

Is it time to reseal? Try the water test.

Place a few drops of water near your sink or cooktop and wait 15 minutes, then wipe dry. If the stone has darkened—or you notice dark marks after washing dishes—it's time to reseal. Just give us a call.

EVERYDAY LIVING

Do's & don'ts

Most issues come from things left sitting on the surface too long. A few simple habits prevent nearly all of them.

✓ Do

- ✓ **Clean daily** with mild, oil-free dish soap and warm water.
- ✓ **Use a cutting board** when using knives.
- ✓ **Keep oil bottles on a small plate** or tray when not in use.
- ✓ **Clean up after cooking the same day**—especially oils, acidic fruits, and vegetables.
- ✓ **Use coasters** under wine, juice, coffee, and cocktails.
- ✓ **Use trivets or hot pads** under hot pots, pans, and countertop appliances.
- ✓ **Keep fresh fruit in a bowl** rather than directly on the stone.
- ✓ **Reseal every 3–5 years**, or sooner if the water test says so.
- ✓ **Call GranitePro** with any questions or concerns.

✕ Don't

- ✕ **Leave acidic foods or drinks** sitting on the surface.
- ✕ **Leave cooking messes** for extended periods of time.
- ✕ **Use cleaners with bleach, ammonia, abrasives,** or harsh chemicals.
- ✕ **Set hot cookware directly on the stone**—never over a seam.
- ✕ **Stand, kneel, or sit on countertops**, or put heavy weight on unsupported overhangs.
- ✕ **Drag heavy or rough-bottomed items** like cast iron or stoneware across the surface.
- ✕ **Leave fruit to ripen on the stone**—natural oils and juices from overripe fruit can stain.
- ✕ **Try DIY stain or damage remedies.** Contact us first—we'll give you the right fix.

24h

The same-day rule

If it spilled today, clean it today. Oils, acids, and sugary drinks only cause problems when they're left to sit—a quick wipe after cooking prevents nearly every stain and etch.

TROUBLESHOOTING

Spills, spots & stains

Don't worry—most marks on hard marble can be resolved. The first step is identifying what you're looking at.

WHAT YOU SEE	LIKELY CAUSE	WHAT TO DO
Dark spot or ring that doesn't fade	Cooking oil, grease, butter, lotion	STAIN Send us a photo. Usually removed with a poultice.
Brown, pink, or tan discoloration	Red wine, coffee, tea, fruit, food coloring (tannins)	STAIN Send us a photo. Usually removed with a poultice.
Dark area that fades as it dries	Water from the sink or dishwashing	NORMAL If it happens often, it's time to reseal.
Dull, light, or rough patch	Acids: citrus, vinegar, tomato, soda, harsh cleaners	ETCH A poultice won't help. Contact us about professional restoration.
Cloudy or hazy film	Soap buildup or polish residue	Clean with a pH-neutral stone cleaner. Call us if it persists.

Removing a stain, step by step

1 **Send us a photo**

Email a photo and a short note on what you think caused it to **info@graniteproremodeling.com**. We'll reply within 24 hours.

2 **Get the right product**

In most cases we'll recommend MB Stone Care Stain Reaper Poultice Paste and confirm it's right for your stain.

3 **Apply and wait 48 hours**

Spread a thick layer over the stain, extending slightly past its edges. Let it sit 48 hours until completely dry.

4 **Remove and inspect**

Gently wipe away the dried paste and clean any residue with your stone cleaner. The spot may look dark for a few hours while it dries—that's normal. If any stain remains, repeat step 3.

RECOMMENDED PRODUCTS

What we recommend



CLEANER · WEEKLY

Stone Care International
Granite, Quartz & Stone Daily Cleaner

A pH-neutral spray that cleans and degreases sealed natural stone without leaving residue behind. Use weekly, or anytime you need more than soap and water.



STAIN REMOVER · AS NEEDED

MB Stone Care
Stain Reaper Poultice Paste

A ready-to-use poultice that draws oil and organic stains out of the stone. Please contact us before using it so we can confirm it's the right fix.

WE STAND BEHIND IT

We're here for the life of your countertops.

> *"If something isn't right, we'll make it right. Our relationship doesn't end on installation day."*

EMAIL
info@graniteproremodeling.com

WEBSITE
graniteproremodeling.com

SHOWROOMS
Eldersburg & Columbia, MD

GRANITEPRO

One call. One team. **One finished result.**