

How to Erase Marble Damage After Using Improper Cleaner

Q. I damaged the marble countertop at home. The cleaner I used indicated not to be used on marble. I didn't read properly. Now, I see the drops of spray of this cleaner and permanent stains on several areas. There are little round-dots sprayed which stained or damaged the marble. I can't seem to be able to take them off or to erase them for good. Running my finger across the surface, it does not have a different texture, all the same. I think it does have a polished finish. It is smoothed, it shines and reflects light. I see that it has a shiny look and my finger runs smoothly. I can't seem to be able to take them off or to erase them for good. Any suggestions or home remedy? Thanks.

A. Sorry to hear about your mishap. As you suggested, this could be a stain or damage or both. A stain is a discoloration that needs be removed from the stone. Etch damage is when the surface of the stone is altered due to a chemical reaction.

Most likely, what you are dealing with is minor etch damage. Heavy etch damage will have some texture, but since the surface is still smooth on your marble, you may be able to remove the etch using a marble polishing compound. Please note that this DIY suggestion is intended for polished marble only, because using a marble polishing compound on marble with a honed finish will result in a shiny spot. The etch will be removed, but so will your honed finish.

Hopefully this will resolve the problem.

If the cleaner you used stained the stone, then try applying a poultice to remove the stain. Your poultice ingredients will be 30/40 volume hydrogen peroxide, the clear type, available at your local beauty salon and a dry ingredient, such as diatomaceous earth, flour, or poultice powder. Do not use the kind of hydrogen peroxide from drug stores or grocery stores. It is too weak. For more information on poulticing, including a step-by-step how-to video, go to our [Stain Management App](#).

If you are unable to achieve the desired results on your own, please consult with your stone restoration contractor. If you do not already have one, please [contact us](#).

Good luck!

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