

InterContinental Marble Corporation

Stone Fireplace Surrounds Training Manual



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Why Should Your Builder Buy Natural Stone Fireplace Facings?

- * The fireplace is the focal point of every home. Look at any interior design magazine and you will always see a beautiful picture of the fireplace. Fireplaces are recommended by home building experts as one of the top three ways to improve the resale value of the home. In fact, the #1 upgrade item chosen by new homeowners is the fireplace. If this is truly the focal point, then let's upgrade from cheap ceramic or marble tiles to a slab surround.
- * Natural stone is recognized as the hottest building and design product currently available for upgrading the interior of the home.
- * Natural stone has become a top choice for the consumer. The majority of new homes in the United States priced over \$100,000 are currently using marble or slate fireplace surrounds.
- * Versatile in their application, stone products work beautifully with both traditional and contemporary designs.
- * Each piece of natural stone is unique in its characteristics; no other set is exactly the same.
- * Natural stone products bring years of enjoyment with very little maintenance.
- * It is readily available in a variety of different colors and textures to solve the most challenging design project.
- * Natural stone has been used for centuries to provide timeless elegance in cathedrals and palaces; this same product is now affordably priced for today's homeowner.
- * Unlike cultured marble, natural stone is nonflammable, meets all building codes and is guaranteed to be safer around a fireplace, especially when used on a vent-free fireplace.
- * Unlike ceramic tile, natural stone slab surrounds have only minimal grout joints, creating a much cleaner appearance and more impressive surface than tile.
- * Natural stone creates a more expensive impression around the fireplace thus automatically increasing the resale value of the home.
- * Utilizing stone establishes the credibility of the builder, and displays a higher standard of home construction which directly relates to his reputation as a quality builder.

Why Should You Promote Natural Stone Facings to Your Builders?

You don't make a dime if he uses brick, stacked stone or the tile man.

You can increase your sales volume by 50% or more on one call if you add marble and mantel to the package. You are already there, why not?

Your builder doesn't have to deal with three different sub-contractors.

It establishes your credibility as a company that cares about the finished product.

You will increase sales of other lines you carry because you are now providing a greater service to the builder. It makes a 36" builder box look a lot more expensive, and it needs all the help it can get. You make more money for your company and we all like to make the "Boss" happy by improving the bottom line.

How to Sell Natural Stone Fireplace Facings Effectively

The following is based on a 36" builder model circulator in a 16" chase and if you sold 1200 per year at a builder price of \$350.00.

1200 fireplaces @ \$350.00 each:	\$420,000.00
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At a cost of \$250.00 including tax and labor	300,000.00
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Gross Profit of	\$120,000.00
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If you were to sell our Size 2 Bianco Carrara on only 50% of these fireplaces, let's see what that does to your profit picture.

600 surrounds @ \$300.00 each:	\$180,000.00
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At a cost of \$200.00 including tax and labor	<u>120,000.00</u>
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Gross Profit of	\$ 60,000.00
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Now with that same sales call you have

increased your total sales to	\$600,000.00
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Increased your gross profit by 50% to:	\$180,000.00
--	--------------

Add a mantel and you will probably add another \$25,000.00 plus or minus of profit. All of this on the same sales call for the 36" builder box. It's worth the extra effort.

Ways to sell to the Builder

* My favorite selling tool to builders is to put a complete package together. Use a builder 36" circulator fireplace with a small size set of Bianco Carrara or St. Moritz, either a size 2 or 3, whatever you are selling, along with a basic builder mantel. This makes it harder for your competition to know exactly how you are pricing the firebox, it eliminates other subs, and it makes more money for you.

* Displays in your showroom are very important as they tell people about marble and illustrate that there are no two sets of marble exactly alike. Each set of stone will differ in color and in veining characteristics due to the inherent variations of a natural product. Thus sample boards alone are not sufficient sales tools for this product line. (ICM offers special discounts for showroom displays)

* Model Home displays in the subdivision create a desire for the product and allow the homeowner to see the beauty of the stone. (ICM offers special discounts for Model Home displays)

* Emphasize to the builder the quality of his construction and the first impression of the perspective buyer when they see the elegance of real marble surrounding the fireplace, imported from Italy (or Spain or Portugal, etc.)

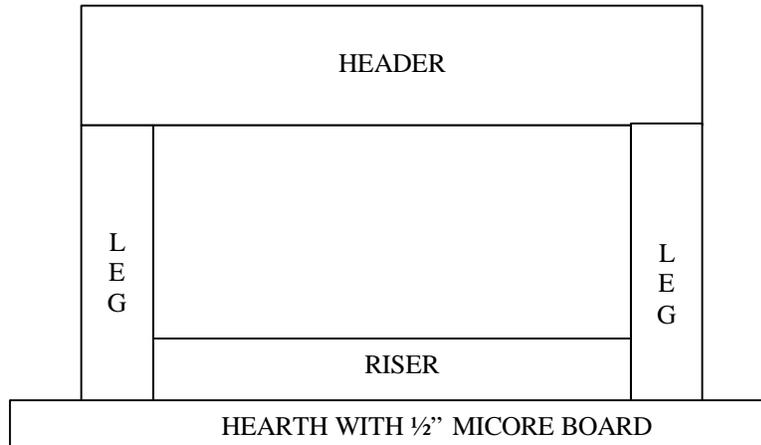
* Don't just offer the marble and mantel; show the builder that it's to his benefit to have you do the complete package. This saves him time and money as only one sub will be responsible for the whole thing. Use some of the statements we have already covered, i.e. focal point, not a man-made product but real natural stone, top choice of the consumer, etc.

* If your builder is presently using 12x12 tile, which is cheaper than slab surrounds, I would try to point out the workmanship on tile, the numerous joints, that unpolished edges show around the face of the fireplace, the longer installation time, etc. In most cases, the homeowner, if given the choice between tile and slab, will choose the slab marble. It adds value and salability to the home. That's why homeowners never want granite tiles on their kitchen countertops--because of excessive maintenance with grout joints and lack of continuity in veining. Slab fireplace surrounds are a few bucks more and well worth the investment to the builder.

You can probably think of some other ways that you have used. I would really like to hear your ideas so that I can pass them on in other training sessions.

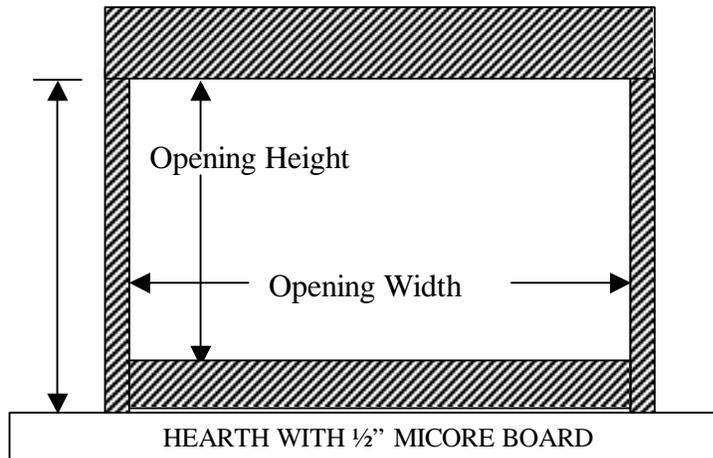
INTERCONTINENTAL MARBLE SIZES AND SIZING CHART

DESCRIPTION	SIZE 1	SIZE 2	SIZE 3	SIZE 4	SIZE 5	SIZE 6
HEARTH	72 X 20	66 X 20	60 X 20	68 X 20	68 X 20	60 X 20
HEADER	60 X 12	55 X 8	54 X 6	55 X 12	58 X 8	56 X 8
LEG (2)	36 X 8	36 X 6	36 X 6	36 X 6	36 X 8	36 X 6
RISER	44 X 6	Optional	Optional	Optional	Optional	Optional



SIZING GUIDELINES

Typical noncirculator (clean face) firebox.



Leg length = Top of hearth to top of fireplace opening.

Header length = Opening width of fireplace + leg width x 2.

Riser length = Opening width of fireplace.

NOTE: Leg length on a circulator = Top of hearth to 1/2" above top grill.

No riser would be used on a circulator.

Never close the opening in on clean face unit because they may want to add glass doors.

CLASSIFICATION OF MARBLE

The basics of classification of stone is the characteristics encountered in fabricating and have no reference whatsoever to comparative merit or value. The classifications merely indicate what method of fabrication is considered necessary and acceptable in each instance, as based on standard trade practice. Producers and finishers members of the Marble Institute of America do this classification.

CLASS "A"

Sound marbles with uniform and favorable working qualities: containing no geological flaws or voids.

Bardiglio Scuro, Bianco Carrara, St. Moritz, Venatino, Verde Oriental Dark and Medium. Black and Green Cleft Slate and Nero Zimbabwe Granite.

CLASS "B"

Marbles similar in character to "A" but with less favorable working qualities; you may have natural faults; a limited amount of waxing, sticking and filling may be required.

Black Silk

CLASS "C"

Marbles with some variations in working qualities; geological flaws, voids, veins and lines of separation are common. It is standard practice to repair these variations by one or more of several methods - waxing, sticking, filling or cementing. Fiberglass and other forms of reinforcement are used when necessary.

Antique Beige

CLASS "D"

Marbles similar to "C" but containing a larger portion of natural faults, maximum variations in working qualities, and requiring more of the same methods of finishing. This group is comprised of many of the highly colored marbles prized for their decorative values. The following marbles would be considered "C" or "D" depending on the individual slab.

Botticino, Crema Marfil, Emperador Marron, Negro Marquina and Rojo Alicante.

Information from the Marble Institute of America

Inspection of Material upon Arrival & Claims Procedures

- * Intercontinental Marble Corporation recommends an immediate inspection of all marble goods upon arrival to your warehouse before signing a common carrier Bill of Lading. Please educate your warehouse personnel on this important procedure.
 - * Check to see that the crate is standing upright. All crates are shipped from ICM in an upright and vertical position. If you receive goods lying flat, they are probably damaged. If a cardboard bog is received by you with single sets inside, this box should be banded to a pallet upon receipt. Otherwise, trucker negligence has occurred and all pieces must be visually inspected.
 - * Inspect for any outside damage of the crate. Note such damage to crate clearly on the Bill of Lading. Note all damage to product in detail on Bill of Lading. (To receive full credit on claim, count all pieces damaged and note correct total of damaged pieces on Bill of Lading prior to trucker's departure.)
 - * If goods are shipped on ICM's Door-to-Door Delivery Program (not via common carrier) we do not require an immediate inspection of goods at time of delivery. If damage is observed, call ICM before signing Bill of Lading so that a claim may be filed with freight company. We will replace any goods damaged in transportation on your next shipment. This new program requires a minimum order of only 25 sets of marble and/or 50 sets of slate to ship and a 2-week lead time.
 - * **If damage occurs, please follow these 3 easy steps:**
 - A. Please refuse damaged pieces and accept only unbroken material; if the majority of the contents is broken, refuse the entire crate. ICM will be happy to file your freight claim if goods are refused or damage is **clearly and properly noted** on the Bill of Lading.
 - B. Please report all damaged material to ICM within 72 hours from receipt of the goods. This allows us to reship your order immediately.
 - C. If damage is discovered after 72 hours, please contact ICM customer service for proper claim forms and procedures for reshipment of goods. We will not file concealed damage claims. In filing concealed damage claims, please note that you should claim a full set even if only one piece of marble is damaged, as we do not always sell single pieces of each marble type. Remember, you will only be reimbursed up to 50% on concealed damage claims by trucker.
- NOTE: As just mentioned, ICM can no longer file your concealed damage claims. This means if you do not note damage to goods on the trucker's Bill of Lading, then ICM will not be responsible for any damaged product. You must promptly file a concealed damage freight claim with the freight carrier within 14 days from date of receipt.

Bulk Crating & Custom Crating Systems

In response to customer needs, Intercontinental Marble Corporation designed a unique crating system that we have found to be highly efficient and cost effective in the delivery of marble goods.

Single Set Custom Crating:

Each marble set is encased in a cardboard crate and strapped to a pallet. The crate consists of styrofoam inserts that delicately house each piece of marble. The inserts are enclosed with a cardboard top, and then banded to a pallet. The pallet is to ensure that the marble set will not be bumped or damaged in shipping. The cardboard box should arrive to you upright in a vertical position on the pallet. If the marble is lying flat or is not on the pallet, tampering has occurred by the truck line. In this situation, please inspect the marble very carefully for damage before signing a clear Bill of Lading.

Quantity Set Custom Crating:

Each marble is offered in crates of 5 sets per marble type (except for Verde Oriental Medium, which are crated 10 sets per crate). We call this bulk-crated sets. Individual bulk crates of 5 sets will arrive in an A-frame design. If two or more bulk crates are ordered, an A-frame effect is not necessary. Instead, your order will arrive with two bulk crates banded together and reinforced across the top with wooden strips. This method keeps the crates in a vertical position at all times.

Note: Prior to shipping, ICM clearly labels each crate "Fragile" on both sides to prevent any mishandling. **Each ICM shipment is packed with great care by experienced marble packers.** We personally inspect all goods for potential damage prior to packing your order. Thus, we cannot assume liability for breakage occurring in transit, unless such damage is noted clearly on the Bill of Lading.

Please take a few minutes upon arrival to visually inspect all marble sets prior to signing the Bill of Lading. Failure to do so results in lost revenues of 50-67% if damage has occurred in shipping (common carrier lines pay only 33-50% on concealed damage claims). Thanks for your cooperation!

Recreating Marble for Return to ICM:

In the rare case of a return of product to ICM, please be aware that all marble must be repacked in the exact same manner as it arrived to you. If marble is carelessly packed and reshipped, then credit cannot be issued for goods because breakage and scratching will occur. Please try to utilize all marble shipped to you, as moving marble back and forth via common carrier will only create freight claims for ICM or for your firm. It is our policy to discount any defective product so that it may be sold to a client from your location.

Important Handling and Storage Tips

- * Marble should always be transported, handled and stored in an upright and vertical position. Never lay marble flat, because it can break under its own weight.
- * When handling fireplace hearths, it is recommended that two people, one on each end, carry the hearth. This is particularly true for Class C or D stones (very fragile materials). Marble will break easily if not properly supported, therefore use caution when carrying large pieces.
- * When storing marble, always place polished face to polished face, unpolished face to unpolished face, with styrofoam placed between all polished faces.
- * If marble is stored outdoors, please see that it is covered with a waterproof covering to protect from stains, sunlight and harsh weather conditions.
- * Because marble is a naturally fragile stone, we recommend handling it as little as possible and only by experienced staff.
- * When handling marble, always carry pieces vertically like glass, and set pieces down very gently. Do not handle marble like plywood, carrying it flat.
- * Always clean marble with a soft cloth or steel wool (0000) to take off grit and marble dust; if marble is dirty, do not put two polished sides together, as the stone will easily scratch.
- * Padded A-frames are recommended for storing marble so that the polished edges do not get scratched. This also keeps the marble vertical and at a slight angle, which is optimal for handling and inspection.
- * Black or dark gray marbles require extra care in handling since they scratch very easily. Scratches can never be removed easily from stone, only camouflaged, thus avoid scratches at all costs. If chips occur in marble on polished edges, they can easily be repaired with a repair kit or they can be eliminated by rebeveling that edge with an angle grinder. Larger chips should be cut off with a marble saw and then the cut edge repolished with an angle grinder. (See Guide to Polishing Stone **attached**)
- * **All ICM marble and slate must be inspected prior to installation to check for proper sizing, color matching and quality defects.** Marble is not a man-made product, thus imperfections and natural flaws will be present throughout each fireplace. Prevent callbacks from your builders by doing a thorough inspection at your warehouse. ICM will not be responsible for any back charges once the fireplace is installed. ICM also cannot replace any material once it is custom cut for a job or installed in the house. Therefore, please fax us exact dimensions if custom cuts are required by ICM, and visually check every piece prior to installation in order to avoid a problem.

Helpful Cutting & Installation Tips

Cutting:

ICM recommends a portable, hand-held wet saw with a water attachment for use in cutting marble or granite products. It is perfect for small cuts on slab or tile and can be used for full length slab cuts with a permanent cutting bed. The portable saw and special diamond blade are available through ICM. We also recommend the use of a 7" or 8" Pearl Dry Cut Diamond Blade with a Skil saw, which alleviates the need for water attachments and is ideal for short cuts at the job site. (Please note that long cuts are difficult to do with a dry blade as the blade heats up very quickly. Also, do not use dry blades on granites as the blade will be destroyed by the hardness of the granite.

Installing:

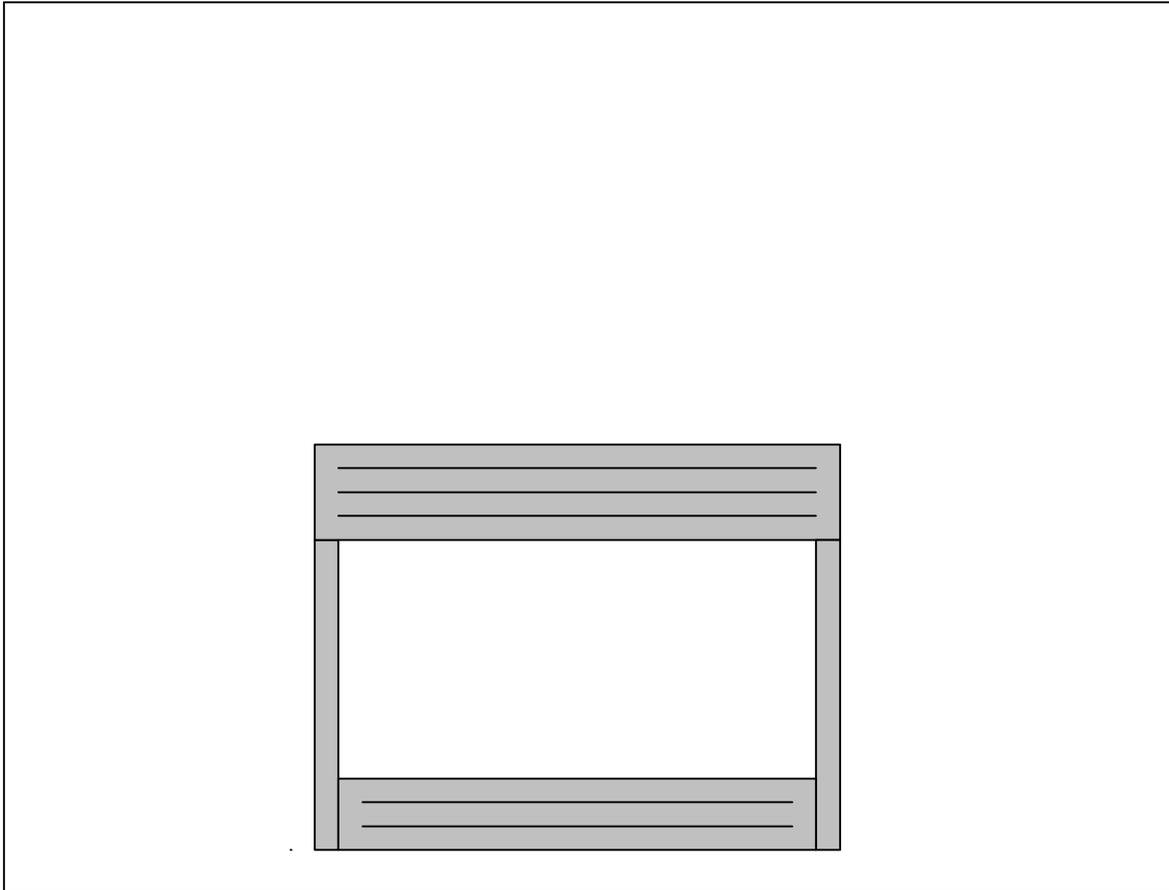
When installing your hearth, we recommend the use of Micoreboard or a similar product to create a buffer between the hearth and floor. This helps in preventing your hearth from breaking once installed, as well as providing additional flame retardance. It is not necessary to apply large amounts of adhesive to the hearth, since it is extremely heavy and the weight helps keep the piece in place. If it were to break, it is easier to remove the hearth if only minimal adhesive is used. When installing a hearth over uneven floors, make sure you cover the entire perimeter of the hearth with adhesive; do not round the corners. Use a thinset bed underneath the hearth if the floor is really unlevel, so that the substructure is perfectly level before the hearth is installed.

If you are using an adhesive that contains a water base, we recommend that you place the glue on the sheet rock, since it will absorb the water. Note: Do not use a water-based adhesive for Verde Oriental Dark or Medium, Bianco Carrara or Venatino marble as bleeding or warping may occur. Green marbles will actually produce a white fungus on the surface, in addition to usually warping, when installed with a water-based adhesive. Also avoid petroleum adhesives which can stain or etch your marble. Liquid Nail is not a recommended adhesive, as it has been known to bleed through your marble. If bleeding occurs, allow time for the adhesive to cure. Most of the time it will cure out. We recommend F-26 adhesive which has been tested as safe for all stones which ICM stocks. Proper curing of 10 days must be allowed with F-26 to prevent potential flammability of the adhesive.

Once it is installed, please cover the hearth with some type of protective covering such as carpet or plastic to prevent any scratches, chips or paint splatters. ICM now offers a thin polyethylene hearth protector for use during the pre-construction period. We recommend then applying our new instructional hearth label directly on the hearth to educate the homeowner about their stone fireplace surround. Never leave the hearth uncovered as it will definitely get scratched, chipped or stained from sub-contractor abuse. Cardboard or paper is not recommended after installation to protect marble, as any grit or dust will cause scratching if the hearth is not kept perfectly clean and dust-free.

A TYPICAL MARBLE INSTALLATION

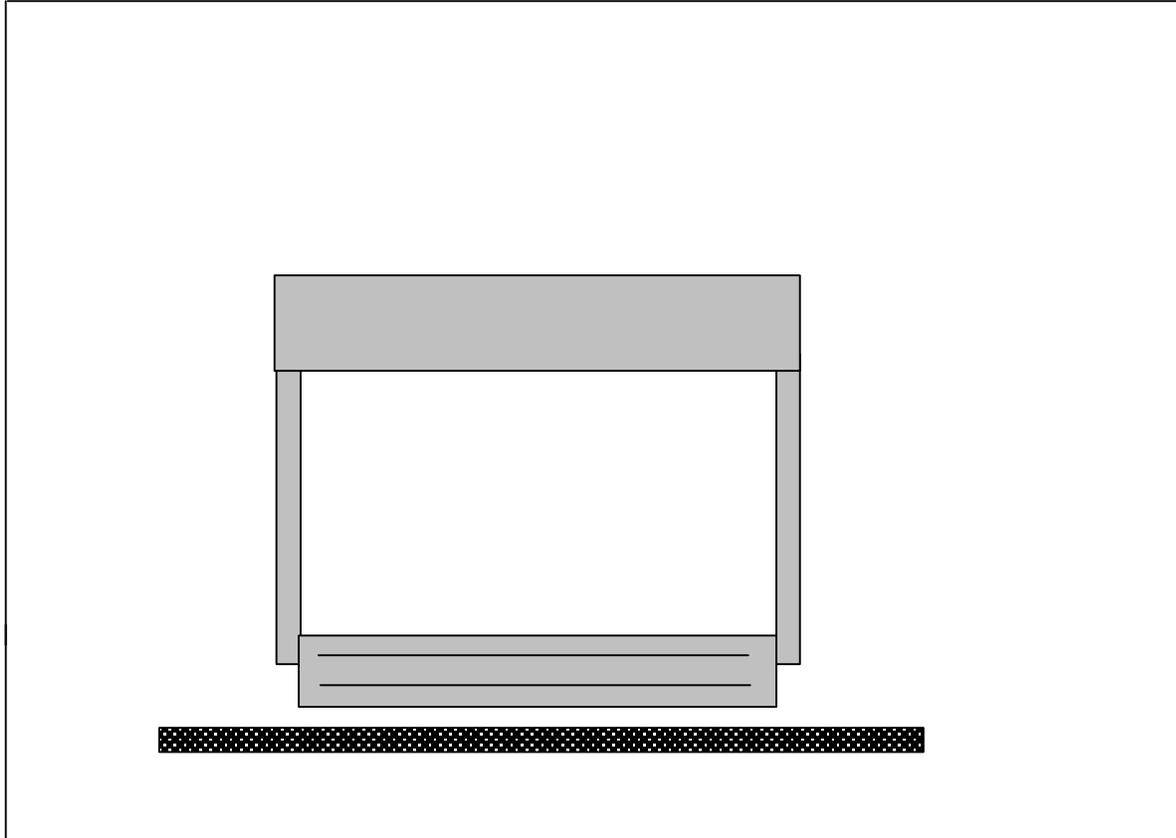
Step 1



This is an example of a pre-fabricated circulating firebox installed in a wood stud wall with gypsum board taped and sanded. Make sure the firebox is flush with the wall, if not, either make the adjustment or advise the contractor. Check the floor for “humps”, delaminated plywood, etc. If there is a problem, advise the contractor of the problem so he can make the necessary corrections before starting the profile. Some of these problems can be corrected with the installation of the micore board, dry-wall mud or adhesive. If in doubt, advise the contractor before you start. Know this; if you start the job, the contractor will expect you to make any corrections that are necessary.

A TYPICAL MARBLE INSTALLATION

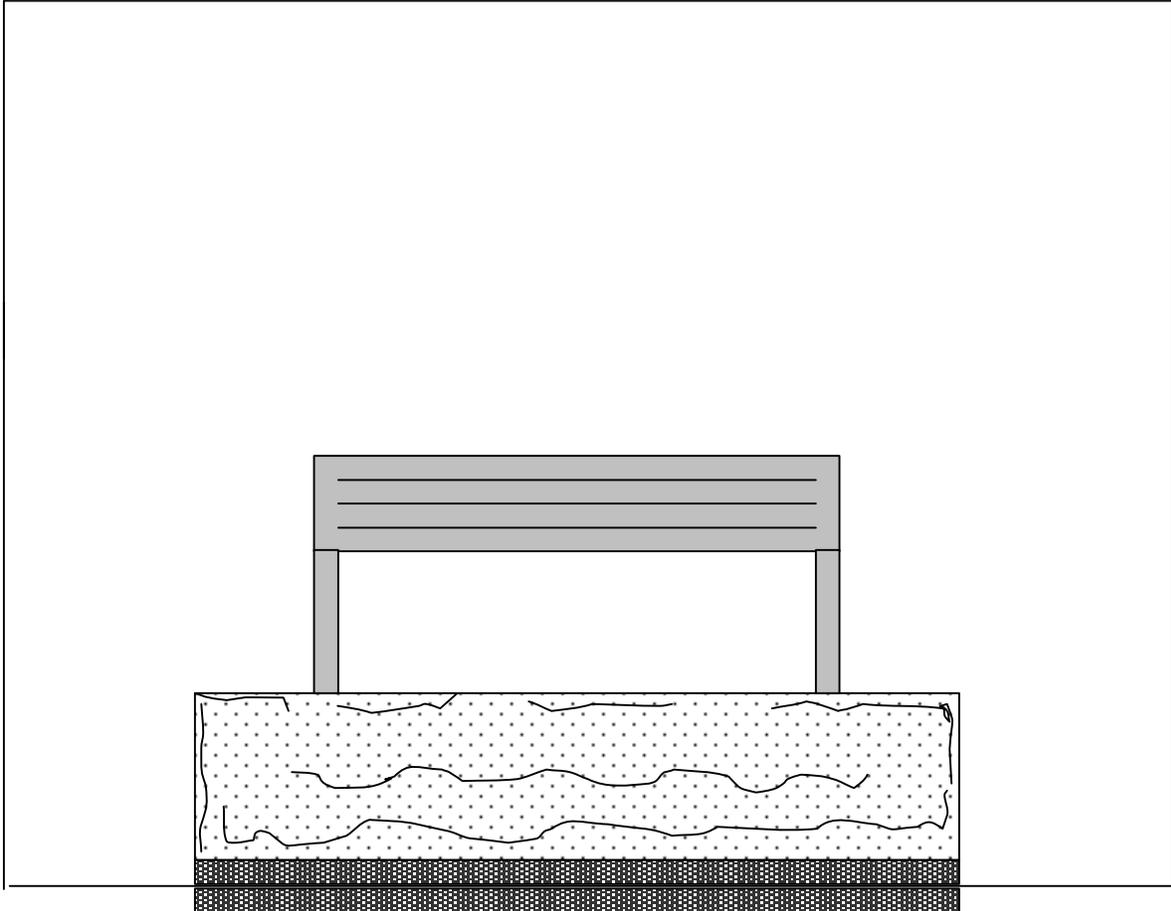
Step 2



After making sure the floor is in good shape, center the micore board on the fireplace (assuming that you have cut the micore board to the exact length of your hearth). Some areas do not require any type of underlayment, however ICM recommends some type of underlayment so that the marble will have a good base to sit on. Attach micore board to the sub-floor with nails or adhesive.

A TYPICAL MARBLE INSTALLATION

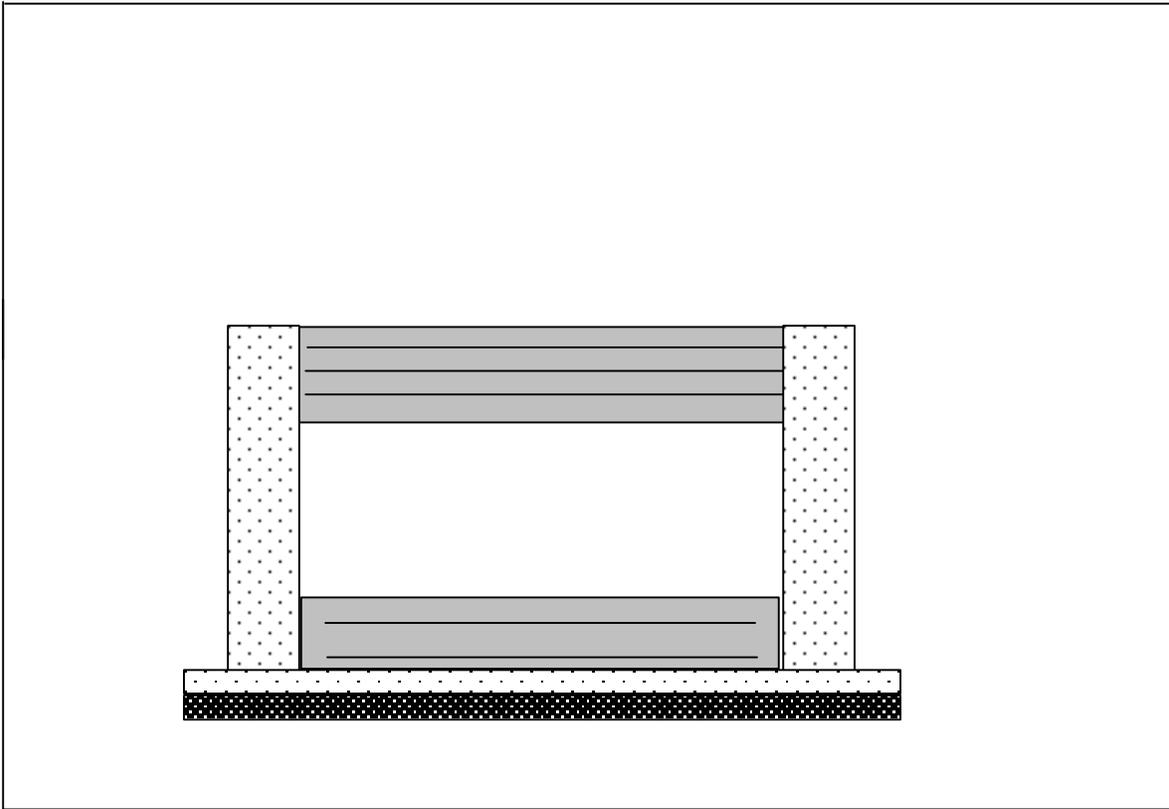
Step 3



Carefully place the hearth on the micore with the face of the marble facing the firebox, finished edge up. Center it on the micore so that you will not have to move it any more than possible. Apply the adhesive around the perimeter of the hearth; leaving two places for handholds, then a couple of “squiggly” lines down the center of the hearth. Be very careful not to have any voids around the perimeter that would cause a corner to break if someone stepped on it. **Gently but quickly lower the hearth, this is the most critical time of the installation, as the weight of the marble can cause it to crack if held flat for any length of time.**

A TYPICAL MARBLE INSTALLATION

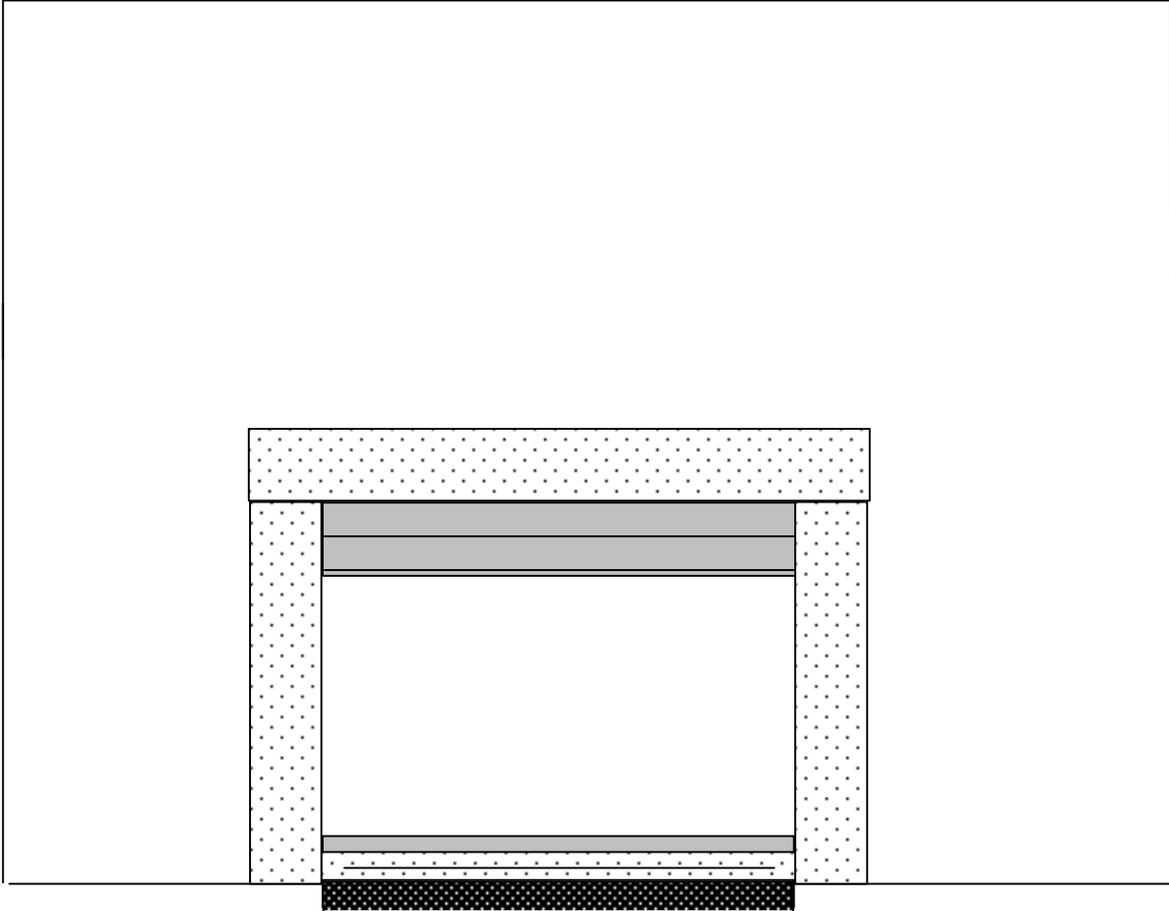
Step 4



Measure for the legs, and check both sides of the firebox; it may be necessary to cut the legs two different lengths. One must use their own judgment at this point, sometimes it may look better on the firebox for the header to follow the box, even if it's not level. Cut the legs as required. We recommend a PY 007 dry cut marble blade as this will give you the best cut, short of using a wet saw. If you try cutting more than 20" with a dry blade it will overheat and give you a bad cut. Always make your cuts on a level surface; never let the piece you are cutting fall free. Tape the marble with several strips of good masking tape to protect the marble from scratches. Always begin your cut at the polished edge, if there is a chip caused by the blade it will be on the unfinished edge, which is normally hidden by the mantle leg. Cut with the polished side of the marble up.

A TYPICAL MARBLE INSTALLATION

Step 5



This particular example is a circulator box, so you do not use a riser, however if it were a clean face box you may want to use a riser. Cut the riser the exact length of the opening width of the firebox, apply the adhesive directly to the firebox and center the riser on the box. Next apply the adhesive to the firebox and gypsum board and install the legs you previously cut to length. It would be nice if the firebox were plumb and the legs were plumb but....in the real world that may not happen. Again you have to make a judgment call whether to plumb the legs or run them with the opening of the box. Sometimes you have to “fudge a little” to make everything look the best. Last step is to install the header in the same manner that you did the legs. Keep the face of the marble in a straight plane so that your mantle will fit correctly. Caulk any joints that may not fit well. Finish with a good marble polish or white diamond wax to provide a high polished sheen to the marble. (See Sealing Marble attached)

Guide to Polishing Edges & Repairing Stone

Polishing Edges:

The fastest process for polishing marble or granite edges is to utilize a polishing system with a set of 6 different discs. When polishing edges, we do not recommend going over 2,500 rpms on a variable speed grinder. It is important to check the rpm settings on your specific grinder because they vary according to the manufacturer. We recommend a variable speed angle grinder with a Velcro backing pad attachment and the 80, 120, 240, 320, 400 and 600 grit alpha wet/dry Velcro discs.

Instructions for polishing edges on stone:

Start with the 80 grit on the grinder (be sure to wear goggles to protect your eyes from flying dust and marble particles) and grind the rough surface to a smooth finish. Proceed with the higher grit wheels, buffing the marble a few minutes with each wheel until the desired polish is obtained. Green and black marbles are the most difficult to polish; therefore, do not rush when polishing these stones.

Repairing Stone:

The only way to remove a scratch completely is to re-surface the entire piece, which is neither practical nor cost-effective. Fortunately, most scratches can be camouflaged by following this simple procedure:

Equipment needed:

A small propane torch

Household paraffin wax

A sharp single-edged razor blade

Super Diamond Wax (available from ICM)

Instructions for repairing scratches:

Begin by heating the surface area for at least one minute with the propane torch. After the surface is very hot, place the bar of paraffin wax directly on the surface, moving it back and forth several times. The wax will melt into the scratch. Once you have a coating of wax on the scratched area, remove the bar of wax. Allow the wax to dry completely, then carefully remove the excess wax with a sharp razor blade to create a smooth finish. This procedure will allow your customer to run his/her hand over the scratch without feeling it. Sometimes, however, the scratch will remain slightly visible. To further reduce the visibility of the scratch, use a high-speed buffing machine with Super Diamond Wax over the surface.

Please note that the heat-and-wax method will work for all marble types except Bardiglio Scuro (gray). The heat from the blowtorch discolors this type of marble. While you can't use heat or polishes on the surface of Bardiglio, you can use the lead from a pencil to fill and hide the scratch. With black marble, a simple black magic marker followed with a coat of black Super Diamond Wax over the surface usually hides scratches. It is always a good idea to test these procedures on a sample piece before any attempt at repairing scratches.

Repairing Chips:

Even with great care, sometimes a piece of marble will chip due to its fragile nature. ICM can provide you with all the necessary products and tools to help repair a minor chip.

Equipment needed:

2-part Akemi Polyester Adhesive	Akemi Coloring Paste kit (8 colors)
A sharp single-edged razor blade	A variable-speed grinder or
A felt polishing pad	hand-held diamond polishing pads

Instructions for repairing chips:

Place a small amount of Knife Grade Akemi Polyester adhesive onto a working board. From the assorted color kit, mix the colorants with the Akemi adhesive to create a color match with the chipped marble. **(The coloring product is highly concentrated and requires only a small amount)**. Once the desired color shade has been reached, add a very small amount of the concentrated hardening paste. Be careful--you will have only 5-7 minutes working time. Spread and smooth the colored Akemi onto one side of the chipped or broken area of the marble. You will use the Akemi to build the chipped edge or fill in the chipped surface. The paste will dry quickly. Once it has dried completely, create a smooth finish with a variable-speed grinder and a felt polishing pad. Using a razor blade, scrape off the excess Akemi.

Removing Stains:

It is important to realize that most any liquid, including soft drinks, coffee and fruit juices, will stain marble. Alcohol and other acidic substances will permanently etch the stone and remove its color. Water rings from a sweating glass left sitting on marble overnight will imprint the stone. Fireplace soot will coat the marble and penetrate the crevices and cracks in natural stone. In the event staining occurs, ICM can assist you in providing a solution for your customer.

Equipment needed:

Marble Poultice Powder	Kitchen plastic wrap	Damp cloth
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Instructions for removing stains:

Create a paste with a small amount of Marble Poultice Powder and water. Spread a generous amount of the paste over the stained area, at least 1/2" thick. In order to prevent contact with outside air, tightly wrap the area with the plastic wrap. After at least 24-48 hours, remove the plastic wrap and wipe the marble clean with a damp cloth. If the stain is still visible, repeat the process.

Note: This product is safe for all marble types and should not harm your stone in any way. If the stain is not removed with two applications, the stone is permanently stained/etched. Other available products may remove the stain but will probably remove the polish on the marble.

Guide to Cleaning & Sealing Marble & Slate

Sealing Slate:

A sealant enhances the natural color and provides a polished appearance to Natural Cleft Slate. The most widely-recommended sealant is readily available at your local hardware store.

Equipment needed:

Linseed Oil, Tung Oil, or a similar product A clean, dry cloth A sealant

Instructions for sealing slate:

Apply the oil to the stone with the clean cloth. One application will normally be sufficient. We don't recommend sealing slate until construction on the house is completed, because it will attract dust.

Sealing and Enhancing the Polish on Marble:

A good quality marble wax should be applied to minimize water spotting and prevent penetration of stains. A wax also enhances the natural color and provides a high polished sheen to the marble. ICM recommends Super Diamond Wax from Italy; black wax for all black marbles and white for all other marble types.

Equipment needed:

Super Diamond Wax A clean, dry cloth 0000 Steel Wool

Instructions for polishing/waxing marble:

Apply the Super Diamond Wax in a circular motion with the clean cloth and allow wax to form a light haze. Wipe off the wax with the steel wool and buff until a high polish occurs. Reapply wax if a higher sheen is desired. Do not allow wax to dry more than a few minutes as it will be difficult to remove.

Cleaning Marble:

Dust the stone surface with a clean cloth and then use only a mild liquid detergent like Dove with warm water on a soft damp cloth. Rinse the surface thoroughly with clean water and dry with a soft cloth. Once cleaned, you may apply a polish recommended for marble surfaces.

Additional Do's and Don'ts:

- * Do blot up spills immediately to prevent staining, particularly red wines, juices or soft drinks.
- * Do use 0000 steel wool and mild soap to remove dirt from crevices. An S.O.S. pad can also be used but may lightly scratch black marble.
- * Don't use products that contain vinegar, lemon juice, ammonia, alcohol, or cleaners that contain acids such as bathroom cleaners, grout cleaners, tub and tile cleaners, windex, or abrasive cleaners like Soft Scrub.
- * Don't mix bleach and ammonia as this combination creates a toxic and lethal gas.

Top 20 Commonly Asked Questions About Stone Products (How to Avoid Callbacks)

Why are there veining irregularities in marble?

Why is there color variation and mismatching in marble?

Why is there fill in stone?

Why are there cracks & repairs in marble?

What are natural fissures?

Why are there holes and small pits in stone?

What can I do about scratches in marble?

Can you explain slate gauging & slate warpage?

What waste factor should I use in calculating my profit?

Should I up charge fragile marbles?

How can I remove stains and water spots?

Why does green marble oxidize?

What are the proper adhesives to use?

Why use micore board when not required by code?

How does one properly care for marble facings after installation?

Which marble facings break the easiest?

How can I avoid a concealed damage claim?

How can I deal with breakage in transportation, in warehouse and at job site?

What do I do if truckers won't allow inspection upon arrival?

How do I return product to ICM, and recreate to insure complete credit?

How do I order from ICM to receive the best price?

Call ICM to answer any of these important questions.

