

# CLEAN IMAGE of Orlando

## Restoration of Marble, Granite and Other Stones

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### WHAT YOU SHOULD KNOW ABOUT THE STONE RESTORATION JOB YOU INQUIRED WITH US ABOUT.

#### LEGAL AND TECHNICAL EXPLANATIONS, LIMITATIONS, GUARANTEE.

**PREPARATION OF THE JOB SITE.** It is the Client's responsibility to clear the areas where the work is to be performed from any furniture, rugs, vases, plants, etc. Should, despite this provision, some moving be necessary, the Company can **NOT** be held responsible for any possible damage occurring to any of the Client's belonging? Further, additional charges at a rate of US \$75.00 per man-hour, with a minimum charge of US \$75.00 may be added to the total PRICE of the Contract. Should the Client decide to leave some of the furniture, etc. in any of the areas where the work is to be performed, the Company can **NOT** be held responsible for any damage occurring to it.

Because of the necessity of using a certain amount of water to implement the process of grinding, honing and polishing stone, the Company will be responsible for properly masking anything that could be damaged by splatters. The Company, however, can **NOT** be held responsible for any damage caused by water going through cracks in the wall, or floor, etc. into a room underneath the one where the job is being performed.

**RESTORATION.** Simple restoration (refinishing) of stone involves the process of **honing** its surface (as a first step) by using abrasive means of different nature. The very top of the stone surface will be "filed" away, thus eliminating all etchings and **almost** all scratches that make the stone look dull. The process, however, doesn't go very deep, therefore deeper scratches and nicks will not be eliminated. Further, due to circumstances beyond any possible control, and is considered a rare occurrence few scratches may be generated during the honing itself, and won't show until the job is finished. All of this will not detract in any way from the overall quality and look of the finished job.

If the installation contractor used sanded grout to originally set the floor, depending on circumstances, we have special techniques to restore without removing sanded grout, or it may be advisable to have the grout removed and substituted with sand-less type. Such a procedure may be available from the Company and would call for an extra charge to be negotiated and priced in the formal Contract. The Client can choose to decline the substitution of the grout altogether. In this case, the Client decision must be reported in the formal Contract and will relieve the Company from any responsibility deriving from possible scratches, should some of the grout become loose during the honing process and dragged on the surface of the stone by the honing or polishing elements

**POLISHING.** The final phase is called polishing and it's meant to produce a gloss as high as possible on the stone surface. Polishing already installed stone (after being honed) – whether on a floor, wall, shower enclosure, vanity or kitchen counter top, etc. – involves the use of equipment and techniques quite different from the ones used in the stone processing plants. Consequently, the original finish cannot be exactly duplicated, but the Company **GUARANTEES** the Client a good consistent polish that, in several instances could be even better than the original one. **When polishing marble, travertine, limestone and any other calcite-based stone, the Company will NOT use any acidic polishing liquid, but exclusively a polishing compound. The main component of every polishing powder or compound used by the Company to polish all calcite-based stones are metal oxides and contain no acid, or only a percentage of the few acids that have been proven to be safe and sound over generations of stone refinishers all over the world. Such powders, in fact, come in with pH factors ranging from 4.5 to 7, as it can be verified from the MSDS, which will be made available to the Client upon request.**

**GRINDING** (for floors only). The grinding of a stone floor is the first phase of the so-called flattening or delipping and will be followed by the honing and, optionally, the polishing. It is a once in a lifetime (of the floor, that is) process to be implemented at the time of the first restoration intervention after installation. It could represent an option (if done for cosmetic and easier maintenance reasons), but it could become necessary if the circumstances grant it (excessive "lippage", green marble floors, granite floors, etc.). The grinding step is a procedure designed to level all components of the floor (stone tiles, or cut-to-size slabs) to be flush with one another. All "lips", nicks and deep scratches will be eliminated. If there is extreme negative lippage (sunken tile), the company cannot guarantee complete lippage removal without compromising the integrity of the floor and causing valleys. The grinding and honing process is done wet, so there is no dust created. Because of the considerable amount and strength of the vibrations typical of a grinding machine, especially during the first cut, some of the components of the floor (tile, or cut to size slabs) may become loose and / or crack. This is solely due to poor installation of said components, therefore the Company can **NOT** be held responsible for the damage, and the extra cost to replace or re-set such components shall be born by the Client. Such an event, however, is to be considered a rare occurrence.

**GENERAL LIMITATIONS.** All grinding, honing and polishing machines used by the Company work on a rotary mode, therefore corners can not be ground, honed or polished. The machine will also miss 2 or 3 inches all along the intersection of finished walls and floors, as well. During building or remodeling, it is best to have baseboards installed after floor restoration, as we then can restore to unfinished wall. The scope of a restoration job, however, is to restore the damaged part of the stone installation to a finish as close as possible to the original one produced by the factory, not to "restore" areas where the factory finish is still unscathed. In the vast majority of instances – especially in the case of a polished stone floor – the edges along the walls and the corners of a room hardly require any restoration, since they were never subjected to the actions (mostly foot traffic) that generate wear and tear. By the same principle, marble baseboards will never be a part of the restoration Contract. In the case of a counter top the same limitations will apply and are to be extended to any possible existing obstacle (faucets, etc.).

At the end of a floor refinishing job some darker areas may show due to the not uniform degree of absorption of water by the stone. This is a normal occurrence, it is **NOT** damage, and such darker spots will disappear within a period of time spanning from a few hours to a few weeks.

**TRAVERTINE** has natural voids (gas pockets) that can vary to very small, size of a pencil tip, to large, size of a golf ball. These holes are filled at the factory with a cement grout filler. It is not uncommon to see these fill spots as dull spots when looking at floor at an angle. Diamond abrasives may help blend to finish of Travertine, however, depending on how well, flush they were filled, you may still see them. When grinding a floor flat and filling with cementitious filler, the newly filled holes may be visible depending on final finish of Travertine.

All the above explanations and limitations are meant to make the Client aware of what to expect. This document was delivered to the Client on \_\_\_\_\_.

