

From: [REDACTED]
To: Stepping Stones Stones <[REDACTED]>
Subject: Re: Grout cleaner?
Date: Tue, 26 Aug 2014 15:29:52 +0000

right...I don't think the shower would have been cleaned since no one uses it...OK, i need to figure out how to test for hard water I guess in any case.

Also, I am now worried that our entire bathroom was never sealed. Do you have anyone who seals stone? do you need to do the floors of the bathroom? I would think countertop and shower for sure..

On Aug 26, 2014, at 11:20 AM, Vicki Beltz <[REDACTED]> wrote:

> That probably is the case but makes no sense if you aren't using the basement shower.

>

> -----Original Message-----

> From: Lesley Groff [mailto:[REDACTED]]

> Sent: Tuesday, August 26, 2014 10:58 AM

> To: Vicki Beltz

> Subject: Re: Grout cleaner?

>

> Vicki, Bob is saying we have hard water...there is no softner...could this be the case?

>

> On Aug 26, 2014, at 10:12 AM, Vicki Beltz <[REDACTED]> wrote:

>

>> That's very strange. Seems like it could be an installation issue. Perhaps you want to ask Bob what kind of setting material he used and what kind of grout.

>>

>> -----Original Message-----

>> From: Lesley Groff [mailto:[REDACTED]]

>> Sent: Tuesday, August 26, 2014 10:11 AM

>> To: Vicki Beltz

>> Subject: Re: Grout cleaner?

>>

>> Ok, this is interesting...Gloryana is telling me the basement shower grout is also turning brown...no one has ever used that shower! she says she has tried to clean it off but it does not come off...what do you think is going on? The basement shower is white grout and white subway tiles...

>>

>> On Aug 26, 2014, at 10:01 AM, Vicki Beltz <[REDACTED]> wrote:

>>

>>> If you have city water then I can't understand why the grout is turning brown this soon. Where exactly is this happening? Walls, sh floor or both?

>>>

>>> The cleaner is \$20 plus tax

>>>

>>> Sent from my iPhone

>>>

>>>> On Aug 26, 2014, at 9:55 AM, "[REDACTED]" <[REDACTED]> wrote:

>>>>

>>>> we have city water...

>>>>

>>>>> On Aug 26, 2014, at 9:52 AM, Vicki Beltz <[REDACTED]> wrote:

>>>>>

>>>>> Hi Lesley

>>>>>

>>>>> Do you have well water? I can't remember. I have a basic cleaner with sealer in it but I can't guarantee that its going to get rid of the stain. Did your installers seal your stone?

>>>>

>>>> -----Original Message-----

>>>> From: Lesley Groff [mailto:]

>>>> Sent: Tuesday, August 26, 2014 7:54 AM

>>>> To: Vicki Beltz

>>>> Subject: Grout cleaner?

>>>>

>>>> Morning Vicki!! Question for you..our master bath shower grout is turning brown in areas/discoloring. It is white grout and starting to look bad. I am assuming we need to clean better(?) but with what? We are using just mild soap and water now but I think this requires more. But I want to protect our beautiful marble. Can you suggest anything? Thanks, Lesley

>>>>

>>>> Sent from my iPhone

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