

Natural stone is a wonderfully versatile material and will give you many years of happiness. To help you make the right choices and look after your stone, we've put together a few of our customers' most frequently asked questions.

We hope you find them useful.

## Is natural limestone porous?

Yes, until it's sealed correctly. We can recommend products that work brilliantly to protect your stone.

## Are the stones dense?

The stone's thickness determines its density so it depends on what you choose. They're all different.

## Why can you buy the same limestones at different prices from different suppliers?

It's a question of grading. Limestone sourced from the same quarry is graded from 1 – 15, with 15 being the best quality so the price tends to fluctuate to reflect the grade.

## Does the colour fade?

Like any natural product, our stone will age. There may be a little change in colour but this will be mild and only within the existing tones. Mellowing and maturing is part of its appeal.

## Which stone is best for areas of heavy footfall, like hallways?

Thanks to its hardwearing nature and resilience, all our stone is suitable for rooms with heavy footfall – our customers often choose darker stones with less texture and straight edges to avoid dirt traps and preserve appearance.

## I've got dogs! Does it make a difference which stone I should choose?

All our stones are anti slip but dog-loving customers often prefer a textured finish. Be reassured that your four-legged friend will adapt to any surface.

## I like a particular straight-edged stone but would prefer a tumbled finish.

Not a problem. We can change the edge/surface on all our domestic stones to suit your preference – even world stones to some extent.

## How do I stop the grout discolouring or becoming dirty?

The good news is that you can now get hold of advanced grouts in anti-scratch, anti-stain, antibacterial and anti-UV formulations.

## What will happen if I spill red wine on my floor?

If your floor has been sealed properly and you're quick to clean up the spillage, you shouldn't have any problem with staining.

## Why should I seal my natural stone?

Without being sealed, stone can be porous and might absorb spillages which leave marks. Sealing and protecting your stone will make it easier to clean and more resistant to stains and scratches.

## What can I use to seal my stone and where can I buy it?

For floors, we recommend applying Lithofin Stain-Stop or Eco sealant in two coats - let the first coat dry completely before applying the second. This will build up the level of resistance and fortify the stone. You'll know it's sealed properly when water beads and forms droplets on the surface. For a subtle sheen, you can apply Lithofin Care Seal.

For tiles, it's a good idea to apply an impregnator sealant like Lithofin Stain-Stop prior to grouting and after doing so.

## How do I maintain my floor?

When it's laid, sealed and maintained in the correct manner, there's no reason why your stone floor shouldn't last a lifetime. Avoid bleach in favour of specialist natural limestone cleaner.

## How do I clean my 10 year old floor?

There are now products available to deep clean, strip back to new and reseal it so don't worry if, for any reason, your floor hasn't been regularly maintained.

## Will my floor scratch or chip if I drop items on it?

There's always a possibility although limestone tends to be more forgiving than other materials such as composite tiles.

## Is grinding a floor common & when should it take place?

Grinding will only need to be done if the floor has been extremely neglected or if you have purchased a home with floors in need of TLC. Don't panic. We can put you in touch with professionals who can bring your floors back to life by grinding the top and resealing.

### Top tips

- Clean surfaces with only natural limestone cleaners
- Mop up any spillages as soon as possible with lukewarm water especially if they are oily or acidic!
- Protect floor surfaces with non-slip mats or rugs
- Avoid using vinegar, lemon juice or other cleaners containing acids

For expert advice and guidance about buying, protecting and caring for your stone, feel free to call us on **01780 740970**. We're here to help.