

What is neutral cleaner?

Q. Your video talks about a neutral cleaner. Can you expand on what this would be or recommend something? Thank you.

A. Whether you need expert services from skilled PROS, or are looking for care and maintenance how-to's, or tips for making selections, you will find all the help, resources and support you need at [Surface Care Pros](#). We offer expertise and services for all your floor and surface care. We're so glad you have been watching our videos, and since you mentioned "neutral cleaner," we can safely assume you are asking about the best type of cleaner to use on natural stone.

A pH-neutral cleaner is a cleaning solution specifically formulated to be safe for natural stone, tile, and other sensitive surfaces. What does "pH-neutral" mean? It means the cleaner's pH is balanced around 7, which is neither acidic nor alkaline. This balance allows the cleaner to remove dirt, dust, and oils effectively without causing damage to the stone itself.

Natural stone surfaces, such as marble, granite, and travertine, can be sensitive to extreme pH levels. Acidic cleaners, like vinegar or citrus-based products, can etch or dull the surface, leaving permanent marks. Highly alkaline cleaners, including some degreasers or strong detergents, can also damage the stone or leave a hazy residue that is difficult to remove. A pH-neutral, stone-safe cleaner avoids these risks. It cleans gently, preserving the stone's existing color, finish, and texture. It is safe for routine maintenance and regular use, which helps keep floors and surfaces looking their best.

It's worth emphasizing that being careful about the type of cleaner you use is one of the easiest and most effective ways to protect your investment. Many household cleaners that are perfectly safe on wood, tile, laminate, or vinyl can permanently damage natural stone. By choosing a pH-neutral, stone-safe

cleaner, you're avoiding that risk entirely and making maintenance much simpler and safer.

Whether you prefer to maintain your floors and surfaces yourself or eventually bring in a professional, starting with the right cleaner is key. A pH-neutral, stone-safe solution is the safest and most reliable way to clean natural stone without risking etching, staining, or dulling the finish. It allows you to maintain the beauty and longevity of your stone, while giving you confidence that your cleaning routine is safe and effective.

NOTE: Follow the manufacturer's safety precautions when using chemicals.

For more simple but important care instructions, download our free [Stone and Tile Care Guide](#).

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