



Installation and maintenance guidelines – Natural Stone Paving

Congratulations on the purchase of your natural stone products from Urban Paving! It is a quality product that will give a unique finish and much enjoyment!

Natural stone has natural variation in colour, texture and size, and this is all part of what the product is about. This makes the installation of natural stone an art as well as a science. Installing natural stone is different from installing concrete pavers, so if you have limited experience with the product please be aware that there are tricks to the trade, particularly relating to the variation in the colour and surface texture. Colour and texture variations are normal and do not effect function or quality of the product. For further information on the variation for the different colours please refer to our brochure or contact the team at Urban Paving.

- Natural stone is quarried from different parts of a quarry, so there will always be variation in each paver and shipment of pavers. It is recommended that, when using multiple pallets of natural stone for your project, you use pavers from different pallets and mix them when laying.
- The best, most permanent material to lay pavers on is a fully supported sand-and-cement mortar mix (to lock pavers in) on top of compacted base course or a concrete pad. We refer to this as the 'Professional Method' of installing pavers. Since it takes up any thickness variation, mortar mix will also enable easier laying to achieve a level, solid surface.
- The pavers can be laid on a crusher dust or plastering sand, although this will not give a 'solid' or even finish. Laying on sand is against our recommendation as the end result is not as good. We refer to this as a 'DIY Method'.
- We recommend an 8 to 15 mm gap between the pavers for grouting. This is considered to give the best look and also allows for any small variations in paver size. If installing different textured pavers adjacently, please check with Urban Paving to ensure that sufficient gaps are used to allow for the different nominal sizes.
- Ensure the pavers are laid so water drains off. A free draining base is necessary so the pavers or mortar do not have 'wet feet' and to decrease risk of frost damage.
- Leave cutting of edge pavers until the last job prior to jointing. Urban Paving offer a cutting service, or hire an appropriate tile saw from a hire company.
- Keep the product surface clear of any cementitious water, grout or mortar mix as it can cure on the surface making it difficult to remove.
- In much the same way as wood, natural stone is a porous product and can absorb stains. It is therefore recommended that you immediately remove any material that is likely to stain the paver. Natural stone that is exposed to the sun and rain (i.e. not under a veranda) tends to self-clean over time.
- If there is risk of ongoing staining you may choose to seal your natural stone pavers. Sealing gives time to wash away any stain before it becomes ingrained in the product. For sealing natural stone Urban Paving recommend Dry Treat, (stocked by Urban Paving). For further information please contact us.
- Stone and salt do not mix well. If you have a salt water pool, please contact urban paving for sealing advice.
- Sealing works much in the same way as varnishing wood. Sealing will reduce staining, reduce fungal growth and, depending on the sealant used, enhance the colour. Pavers will still require cleaning and maintenance.
- Do not use topical solvent sealers on natural stone. Sealants must allow the paver to 'breathe'.
- The best way to clean natural stone paving is by water-blaster or water hose and a stiff broom. If further assistance is required for cleaning please contact Urban Paving. NEVER use Hydrochloric or other acids to clean natural stone paving.

Natural stone contains elements and minerals, like iron, that naturally occur in the stone and are not always visible at the time of installation. Elements and minerals are not a manufacturing fault and do not adversely affect the function or quality of the paver. Urban Paving does not guarantee perfect shade consistency and therefore accept no responsibility for variation in shade of pavers that has occurred naturally, or as a result of the pavers not being cared for or installed in the recommended manner.

Claims for faulty product will not be entertained after installation.

Please contact us if you have any queries regarding the product prior to installation.