



Installation and maintenance guidelines

Congratulations on the purchase of your paving products from Urban Paving!

We have manufactured the pavers in a controlled environment, which includes known quantities of cement, water, premix, oxides, any additives and initial temperature by curing in a kiln. What we cannot control is the environment, what the pavers are exposed to and how they are handled when installed - that is your responsibility. So we have put together some paver guides and advice to help you get the best possible finish to your landscaping project. Please bear in mind that this guide is not exhaustive and will not substitute for experience and relevant trade practices to achieve a good finish.

- Concrete is a natural product which creates a chemical reaction by curing. This process decreases over time, but depending on the conditions can even continue for over a year. It is important to note that while this process is still 'active'; exposure to different elements will impact on this reaction and will change the shade and appearance of the concrete.
- You will notice the pavers are wet when they come off the pallet. This is the 'curing moisture' and is needed to strengthen the concrete. We recommend 'seasoning' the pavers. This means installing paving in dry settled conditions and allowing the pavers to 'breathe' out the curing moisture. Once this moisture has left the paver (*over 400ml in a 500x500mm paver!*), the ongoing curing process has become relatively 'inert' and the paver is more stable.
- Concrete will age and weather over time and change depending on the environment it is exposed to, (similar to how timber and most materials age and weather). How pavers are handled will influence their look in shade and colour variation. These colour variations are normal and do not affect function or quality.
- The best, most permanent material to lay pavers on is a fully supported sand-and-cement mortar mix of about 5 parts sand to 1 part cement (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. It allows any paving thickness variation to be taken up and is easier to achieve a level, solid surface. We recommend a 'full bed' of mortar under the paver to provide strength and a more consistent colour on the surface of the paver.
- We recommend a 4 to 10mm gap between the pavers at the bottom, to give a 9 to 15 mm grouting gap on the surface. This 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 applied to allow for the different nominal sizes.
- Ensure the pavers are laid so water drains off. A free draining base is absolutely necessary so the pavers or mortar do not have 'wet feet', or continually suck moisture up through the paver (*evapotranspiration*) which will cause efflorescence, shade variation and possible mottling.
- Do not leave objects or tools on new pavers for an extended time (*over-night*) as they may leave a 'shadow'.
- When you get your pavers home, store uncovered pallets of pavers in a dry place, protected from the elements to avoid water marks. If the pavers are to be shifted from the pallet, restack them as they were on the pallet. Diamond stacking or stacking of pavers off centre is not recommended as it can lead to shadows on the paver surface.
- When installing from multiple pallets – we recommend mixing them as they are laid, to allow for any slight variation in colour.
- Efflorescence is the phenomenon of natural salts migrating to the surface of the concrete as water moves in and out, leaving a whitish powder like discolouration on the surface of your pavers. Efflorescence will settle and cease over time. Often, the better the quality and strength of concrete, the more cement – often the more efflorescence.
- In much the same way as wood, concrete 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.
- If you are requiring a more uniform look to your paving project by reducing the effects of colour fading or if staining might be an issue, sealing is a good option for you. Sealing your concrete pavers works much in the same way as varnishing timber. Sealing will reduce staining, fungal growth and can enhance the concrete colour. It will slow the weathering process by preserving the colour, reducing water absorption and reduce the effects of mottling and efflorescence.

Concrete pavers are made from natural products. The natural processes of concrete and the environment in which they are installed will influence the appearance of pavers beyond our control. Urban Paving cannot guarantee perfect shade consistency and therefore accept no responsibility for variation in the shade, colour or mottling of pavers that has occurred naturally, or as a result of the pavers not being cared/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.