



Natural Stone Paving Installation and Maintenance Guidelines

Congratulations on purchasing your natural stone products from Urban Paving! This is a quality product that will give a unique finish and enjoyment for years to come.

Our stone is 100 percent natural – variations in colour, texture and size are all part of the product. A very different product to our Concrete Paver, installation of natural stone is therefore an art as well as a science.

If you have limited experience with this product please be aware that there are tricks to the trade, particularly when it comes to variation in colour and surface texture. These variations are normal and do not affect the quality or functionality of the product. For further information on variation for different colours, please contact the team at Urban Paving.

- Natural stone is quarried. There will always be variation in each paver and between shipments of pavers. When using multiple crates of natural stone for your project, it is recommended you use pavers from different pallets and mix them when laying.
- Size – the finished product is created with a combination of machine and handmade techniques. There are often minor variations in square and lineal measures. Please check each piece before you prep or lay it.
- The best and recommended permanent material to lay pavers on is a fully supported sand-and-cement mortar mix of approximately 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. When installing Natural Stone paving, we recommend using a bonding agent in the mortar mix or applied to the back of the paving product. While Stone is a porous product, this will aid in the adhesion to the mortar. We recommend Cemkey Concentrate.
- The pavers can be laid on a crusher dust or plastering sand base, however this will not generally provide a 'solid' or even finish. Laying on loose aggregates is against our normal recommendation. We refer to this as a 'DIY Method' which may require premature lifting and relaying.
- We recommend an 8-15 mm gap between the pavers for grouting. This is considered to give the best look and 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 that water can drain off. A free-draining base is necessary to ensure the pavers or mortar do not have 'wet feet'. It also decreases risk of frost damage.
- Leave the cutting of edge pavers until the last job prior to jointing. Urban Paving offers a cutting service or hire an appropriate saw from us.
- 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 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 allows time to wash away any stain before it becomes ingrained in the product. For sealing, we recommend Dry Treat Stainproof or Dry Treat 40SK (if used near and around saltwater pools), both stocked by Urban Paving. For further information please contact us.
- Sealing works in a similar way to varnishing wood. It reduces staining and 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 with water 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.

NB: Samples are indicative only. Colour may vary. Standard pavers are 20mm thick, bullnose units are 25mm thick and drop face units are 30mm thick.

Natural stone contains elements and minerals, such as 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 quality or functionality of the paver. Urban Paving does not guarantee perfect shade consistency and therefore accepts no responsibility for variation in shade of pavers that has occurred naturally, or because of the pavers not being cared for or installed in the recommended manner.

On receiving, please inspect the product. If there are any issues, please report them immediately and do not commence installation. Contact us on 03 359 8625. Claims for faulty product will not be entertained after installation.