



Outdoor Porcelain Paving Installation and Maintenance Guidelines

Congratulations on your purchase of outdoor porcelain products from Urban Paving!

Outdoor Porcelain Pavers are more than just a beautiful paver; these engineered flagstones are designed to withstand the tough New Zealand conditions and handle whatever life throws at them.

If you have limited experience with this product, please be aware there skills to the trade, particularly with installation. For further information, please contact the team at Urban Paving.

- Outdoor Porcelain is a precision engineered product, with approximately 25 digital prints per paving type. When installing, check the pavers next to the one about to be laid to minimise the chance of a repeating visible pattern. A repeating image can be used further down the area, or simply by turning the paver.
- Slight variations between batches can occur. Urban Paving orders only one batch at a time, which can be 500m²+. We take care to record the particular batch your pavers are from – if you require more, we will attempt to pack them from the same batch. Please take care when ordering to ensure you have enough to cover your area.
- Edges and corners of Outdoor Porcelain paving can become chipped before installation – please take care with corners and edges during installation.
- The best material to lay Outdoor Porcelain pavers on is a fully supported sand-and-cement mortar mix (to lock pavers in) on top of a compacted base course or a concrete pad. We refer to this as the 'Professional Method' of installing pavers. Mortar mix will also enable easier laying to achieve a level, solid surface.
- When installing Outdoor Porcelain paving, because it is a non-porous product, we recommend using a bonding agent in the mortar mix or applied to the back of the paving product. We recommend Cemkey Concentrate.
- If the site allows, installing Outdoor Porcelain paving on a concrete pad or base using an exterior tile adhesive will achieve the most permanent – and best – result.
- The pavers should not be laid on a crusher dust or plastering sand base. These will generally not provide a 'solid' or even finish. And while very hard, Porcelain can crack or break with pressure on uneven surfaces or voids in sub bases. Laying on loose aggregates is against our normal recommendation. We refer to this as a 'DIY Method' and may require premature lifting and relaying. There is also the danger of pavers cracking or breaking on uneven bases.
- We recommend an 8-15mm gap between pavers for grouting to achieve the best look. However due to the precise measure of Porcelain pavers (1-2mm+/- square) a narrow "modern" look may be achieved with a specialist installer. The type of grout will depend on the method of installation. Please talk to our team to find out what works best for you.
- Ensure the pavers are laid so water can drain off. A free-draining base is necessary, so the pavers or mortar do not have 'wet feet' and to also decrease the risk of frost heave in the base.

For further information or if in doubt please contact a recognised landscaper, paving installer, or Urban Paving. Urban Paving and Landscape Supplies, 575 Sawyers Arms Road, Harewood, Christchurch. (03) 359 8625.



- Leave the cutting of pavers until the last job prior to joining. Urban Paving offers a cutting service, or you can hire an appropriate saw from us. If cutting yourself, ensure a specialist porcelain blade is used.
- It is highly recommended that the Porcelain pavers are cut wet to reduce dust during cutting. If cut dry, use a dust mask. Please cut in a well-ventilated area.
- 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.
- As Outdoor Porcelain is non-porous it should not readily absorb stains, so you do not need to seal these pavers. It is however highly recommended that any material that can leave a mark, stain or discolouration on the surface is removed as soon as possible.
- The best way to clean Outdoor Porcelain paving is by water blaster or using water and a stiff broom. If further assistance is required for cleaning, please contact Urban Paving.
- Porcelain works well as an in-house manufactured drop face for steps or pool surround coping. ALL the above notes apply to this type of usage, with an additional note that due to the handmade nature of drop face, minor dimensional variances of 1-2mm may be observed.

NB: All samples are indicative only. Colour may vary. All porcelain paving is 20mm thick.

Urban Paving does not guarantee perfect shade consistency and therefore accept no responsibility for variation in the shade of pavers that has occurred due to 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.

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