INFORMATION REGARDING YOUR NEW PAVERS

LIMITED WARRANTY

Consent precast concrete interlocking pavers are backed by a 5 years warranty to the original purchaser, for the product to be used as intended. This assurance of product quality is applicable where products have been correctly installed and maintained to manufacturer's recommendation. This warranty does not apply to damage resulting from accident, alteration, overloading, misuse, tampering, negligence or improper installation. Damage caused by aggressive chemicals or paint, subgrade settlement or any force of nature events are also not covered. All warranty claims must be made prior to the removal or disposal of the defective product. Warranty does not include removal, installation or transportation to replace the material.

PAVER MAINTENANCE

To remove general dirt and detritus, regular brushing is recommended. All paving should be swept with a soft brush or broom regularly to remove dust that tends to accumulate especially in sheltered corners etc. If the colour of the paver becomes masked, it may be refreshed by scrubbing gently with acid-free soap and warm water, either by hand or by using mechanical sweepers. If a power hose is used, then care must be taken to avoid the removal of the jointing material. Do not use high-pressure power washers as aggressive power-washing can damage the product surface.

If a mechanical sweeper is used, ensure that the equipment's purpose should be designed to sweep smooth concrete pavers. Where possible, low-pressure tires should be fitted to reduce the risk of breaking or cracking the pavers. Soft brushes should be used and wire brushes avoided.

Absorb any spilt liquid or stains as quickly as possible with paper or cloth. Gently scrub the remaining stain with warm water and soap. Rinse with plenty of water and repeat if necessary. Ensure all soap has been thoroughly washed from the surface when done.

COLOUR VARIATION

Due to concrete being made from natural raw materials, some variation in colour, even within the same concrete batch, is impossible to avoid. Paver colours are affected by the variances in the natural raw materials, concrete mixture moisture content, climatic conditions and other variations. We do our best to try and keep these variances to the minimum. It is strongly recommended to lay the pavers using a combination of 3 to 4 bundles from different batches to minimise any visual disparities.

WEATHERING

Wear and tear from general usage and constant exposure to site conditions is a natural occurrence and to be expected. With regular maintenance, the effects of weathering can be slowed down significantly.

PICTURE FRAMING

What it is: A dark, wet-look border on the edges of concrete surfaces that eventually fades to a patchy pale colour when dry.

Why it happens: When water accumulates in the joints between pavers and gets trapped underneath, the bottom edges begin to absorb the water. Due to heat from sunlight, the water will rise to the surface edges through capillary action leaving a wet look. This capillary action also brings up minerals and salts to the surface which remain as a light, white patchy residue on the edges once the water evaporates.

Solution: The presence of picture framing does not compromise the structural integrity and is not indicative of a flawed product. It is best to avoid its formation by making sure water has proper drainage channels. For pavers surrounded by landscaping, proper care should be taken to avoid irrigation water accumulating under the paver.

SALT ATTACK

What it is: Erosion of the concrete surfaces over time due to salt.

Why it happens: Salt attack occurs when a concrete surface is regularly exposed to any water that contains salt, such as fertilisers, natural pesticides, coastal spray and even just from the atmosphere of a marine area. When the water evaporates, the salt settles inside the surface layer of the concrete which then, over time, forces the concrete to expand. Eventually, this can lead to cracking, chipping and crater-like holes. This damage is what's referred to as salt-attack.

Solution: Salt attack damage is irreversible so the best method is prevention. Please notify our specialists if you plan to put our products in a coastal area so that we may help you decide how to best protect the product using our targeted sealants.

EFFLORESCENCE

What it is: A white deposit of calcium carbonate on concrete surfaces.

Why it happens: It results from the reaction of calcium hydroxide with carbon dioxide from the air. The calcium hydroxide is a byproduct when cement hydrates. It is slightly soluble in water and migrates to the surface through capillary action. The calcium hydroxide remains on the surface and reacts with carbon dioxide, which results in the white powdery crystals left on the surface.

Solution: The presence of efflorescence does not compromise the structural integrity and is not indicative of a flawed product. This deposit, depending on weather conditions, will dissipate naturally over time or can be removed quicker by using suitable cleaning chemicals available in the market.