

# UrbanStone Pavers FAQs



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A BRAND OF

**BRICKWORKS**

Natural, strong and stylish.



# Features and Benefits

## Provincial (Sawcut) Range

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- 1. Cool Under Foot**

Thanks to materials used in their composition, Provincial pavers are cool under foot.
  - 2. Huge Range of Sizes**

Available in a range of sizes including:  
- 400 x 400mm  
- 600 x 400mm  
- 600 x 600mm
  - 3. Modern Colour Range**

The modern natural colours available range from off white to bold charcoal. Designed to suit your style.
  - 4. Unique Finish**

The Provincial range is available with 5-7 unique face finishes to give a truly natural look.
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- 5. Ready for Delivery**

We hold stock of our 40mm thick 400 x 400mm and 600 x 400mm products for quick delivery.
  - 6. Huge Range of Paver Nose Finishes**

We offer unique paver nose finishes and have double, sided, mitred, radius and triple bullnose options available.
  - 7. Unique Paver Nose Finish**

Our contemporary square edge bullnose option exposes the aggregate on the nose of the paver and creates a unique finish.
  - 8. Outstanding Quality**

We are one of the few manufacturers who calibrate our machines to exacting standards, ensuring each paver is finely formed with outstanding quality.
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- 9. Strong and Durable**

UrbanStone Provincial pavers are made with a strength rating of 38MPa which means they can withstand strong impact and are designed to last.
  - 11. Ideal for Wet Areas**

Provincial pavers have a high slip rating and low porosity which means they are suitable for use in wet areas like pools.
  - 12. Easy to Install**

The UrbanStone range are consistently sized and available in a 40mm thickness which makes them lighter than thicker pavers in the same size. This makes them easier to handle and install.

# Features and Benefits

## Elegance, Luxury and Opulence Range

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- 1. Cool Under Foot**

Four of the six colours in the range have been developed to ensure they are cool under foot all year round.
  - 2. Huge Range of Sizes**

Available in a range of sizes including:  
- 300 x 200mm  
- 400 x 400mm  
- 600 x 400mm
  - 3. Ideal for Wet Areas**

The Elegance and Luxury ranges have a high slip rating and low porosity which means they are ideal for use in wet areas like pools.
  - 4. Ready for Delivery**

We hold stock of our 40mm thick 300 x 200mm, 400 x 400mm, and 600 x 400mm products to ensure quick delivery.
- 
- 5. Unique Paver Nose Finish**

Our contemporary square edge bullnose option exposes the aggregate on the nose of the paver and creates a unique finish.
  - 6. Outstanding Quality**

We are one of the few manufacturers who calibrate our machines to exacting standards, ensuring each paver is finely formed with outstanding quality.
  - 7. Strong and Durable**

UrbanStone pavers are made with a strength rating of 38MPa which means they can withstand strong impact and are designed to last.
  - 8. Easy to Install**

The UrbanStone range are consistently sized and available in a 40mm thickness which makes them lighter than thicker pavers in the same size. This makes them easier to handle and install.
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- 9. Made from the Finest Materials**

All UrbanStone pavers are crafted from fine stones and a carefully calibrated concrete mix to ensure the paver you buy is designed to last.



# Considering Sealing your Paving?

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## Cleaning

It is vital that your paving is thoroughly cleaned when your tradesman has completed your job, prior to the application of any sealer. The installation process is very involved and with the presence of such contaminants as yellow sand, cutting dust and mortar residue it is inevitable that you will get some sort of marking on the surface of your pavers. Other marking that could be present may include boot or wheelbarrow marks and efflorescence which is a naturally occurring process and may occur as part of the manufacturing process. By utilising the correct cleaning methods your cleaning and sealing contractor will be able to remove them all. If your contractor seems unsure during the cleaning process please refer them to one of our Display, Sales and Design Centres where one of our staff members will be more than happy to assist them.

## Moisture Marking – Prior to sealing

In some instances, you may experience some moisture marking on the surface of your pavers prior to them being installed. These will show up as very dark areas on the surface of the pavers, usually around the edges. Again, this can be rectified by using the correct techniques at the cleaning stage.

## Moisture Marking – After sealing is complete

The most important consideration after your pavers have been cleaned, and before they are sealed, is the amount of moisture (water) that is remaining inside the paver. Most cleaning processes use high pressure water in some form and it is this high pressure that 'forces' the water beneath the surface of the pavers. Once this water is present inside the pavers it takes an extended period of time for it to be expelled. Your paving may look

dry on the surface but it will still be holding moisture in the centre. If your contractor applies their sealer before your pavers are properly dry you may experience large areas of dark marking on the paving surface, this is due to the moisture being brought back to the surface of the pavers and trapping it beneath the sealer. Once this happens it is extremely difficult to bring the pavement back to its original state. Particular care must be taken during the cooler months of the year when ambient air temperatures are not high enough to dry paving quickly.

## Prevention is better than cure

If you or your contractor has any reservations when it comes to the sealing of your pavers please contact one of our many staff members who will be more than happy to help you. Remember, once the sealer is applied to the pavers it is almost impossible to remove any dirty marks or stains that are beneath it.

# Answers to the most frequently asked questions

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## Relating to installation and maintenance of UrbanStone products.

This brochure is designed to provide you with a general understanding of the importance of installing your UrbanStone in the correct manner as describe in our technical manual.

These detailed procedures are available at [www.urbanstone.com.au](http://www.urbanstone.com.au) or by calling your local state office. Here are the brief general answers to the most frequently asked installation and maintenance questions regarding UrbanStone residential products.



### **Q1. How do I select the ideal installation specialist?**

There are a few key recommendations.

First, always check that your installer is licensed or suitably qualified to undertake the paving and other ancillary works you are engaging him to do.

Second, always ask the prospective installers for references to see whether or not they have the necessary skills and experience to lay our larger format pavers. Ideally you should inspect some of his previous work and speak to the referees provided to ascertain his level of competence.

Third, ensure that the full scope of works to be undertaken is fully understood by your nominated contractor, and that he is capable of installing your new UrbanStone paving in accordance with our recommendations and acceptable industry practices.

Give him a copy of this brochure to read before he commences any work. Remember, he is an independent contractor and not an employee of UrbanStone.

### **Q2. How can my installer ensure an even pavement surface finish?**

Although UrbanStone pavers are manufactured to an exceptional thickness tolerance of +/- 3mm, salt and contaminant-free bedding sand must be loosely screeded to

an even, uncompacted thickness of approximately 40mm above the compacted base course level when installing the paving in a 'flexible application'.

This loose sand screed will create an ideal bedding and thus allow any differential thickness in the paving units to be absorbed during final compaction, resulting in an even and flat finished pavement surface. If the paving is to be installed in a 'rigid application' (i.e. on a full wet mortar bed) differential thickness will be absorbed within the wet mortar upon placement by the installer.

Please note that all UrbanStone paving is calibrated to a uniform thickness to assist the installer.

### **Q3. Are there any laying essentials?**

UrbanStone must be laid with a minimum of a 2-3mm gap between each paver (enough to place a 20 cent piece in the gap) when laid in a flexible application (i.e. on a loose sand bed). The joint between each paver must be filled with clean, washed sand. (see Question 5 regarding the quality of the sands utilised). The jointing sand is integral to the successful performance of the paving so any loss of jointing sand must be replaced immediately (Keep a bag of dry jointing sand on site to facilitate this process, particularly where vehicular traffic is traversing the paving). It's also critical to install edge restraints to prevent your UrbanStone from moving

horizontally and to keep the bedding sand and base-course materials in their prescribed position.

Make sure that the edge restraint is of sufficient size to cope with the edge loadings, again particularly where vehicular traffic is traversing the paving. We recommend laying pavers from multiple pallets where possible to spread any tonal variations which can result from otherwise unnoticeable natural colour variation in the product.

### **Q4. Should be UrbanStone be laid on sand over a concrete Slab?**

No. – We do not recommend this method of installation. To avoid disappointment and to reduce the risks associated with this site situation, we recommend that you get your selected contractor to install your UrbanStone over a concrete slab in a 'Rigid Application' – that is, on a wet mortar bed, not on sand over a concrete base.

A 6-8mm mortar joint is also recommended, thus eliminating the possibility of water remaining in the joints and producing unsightly moisture stains. Wet mortar smears on the paving from this installation method must be avoided and immediately sponged from the paver surface with clean, fresh water to avoid staining and discolouration from the mortar or grout during the joint filling process.

#### **Q5. What kind of bedding, jointing and mortar sand must be used?**

Many bedding, jointing and mortar sands contain potentially damaging soluble salts and other contaminants that can stain and degrade the surface of your UrbanStone paving. Failure to use thoroughly washed and totally clean bedding, jointing and mortar sand will lead to unwanted staining, discolouration and salt damage on the surface of your UrbanStone paving. Make sure your licensed installer only uses clean washed and salt-free sands on your project.

#### **Q6. How important is it to get the levels and falls right?**

However UrbanStone is laid, water will always penetrate into the bedding sand or mortar bed beneath the paving, so adequate drainage is essential. Thus weep holes and drainage geofabrics, must be installed beneath the bedding sand or mortar bed to allow this moisture to freely drain away from beneath the paving surface. Your paving contractor should ensure that finished surface levels are below damp course heights and that all falls are substantial enough to allow for adequate water run-off away from your home and into the designated drainage outlets. (Grades of 2-4% are required to facilitate the flow of surface water).

#### **Q7. What is Efflorescence/ Salt Attack on Pavers?**

When concrete is repeatedly wetted by a salt water solution, with alternate periods of drying during which pure water evaporates, some of the salts dissolved in the salt water solution are left behind in the form of crystals, (mainly sulfates) in the concrete pores and surface of the concrete unit.

These crystals re-hydrate and “grow” upon subsequent wetting, and thereby exert an expansive force on the surrounding hardened cement paste within the concrete unit when this growth occurs.

This expansive force is greatly amplified by the ability of the salt crystal to rapidly grow too many times its original crystal dimension upon wetting.

This rapid growth causes the concrete paste surrounding the crystal to “burst”, exposing the aggregate in the concrete masonry unit.

Such progressive surface weathering, commonly known as “salt attack”, occurs in particular when the ambient temperatures is high and insolation is strong so that drying occurs rapidly in the pores of the concrete over some depth from the concrete paving surface. Thus, intermittently wetted surfaces are vulnerable, as are areas of paving around a salt water swimming pool particularly in the “splash zone”.

Horizontal or inclined paving surfaces are particularly prone to salt attack, and so are surfaces wetted repeatedly but not at short intervals so that thorough drying can take place.

Salt water can also rise by absorption or capillary action. Evaporation of the pure water in this instance will again leave behind salt crystals, which when re-wetted, can and will cause degradation of the surface.

Salt attack can extend to a depth of several millimeters within the paving unit. Hardened cement paste and the embedded fine aggregate particles are removed, leaving behind protruding coarse aggregate particles.

With time these particles become loosened, thereby exposing more hardened cement paste which, in turn, becomes liable to salt attack and the process continues until such time as the wetting and drying cycle is stopped.

It should also be noted that, unless the aggregate is dense and has a very low absorption, the aggregate itself is also liable to damage.

Because the attack of concrete by salt solutions is physical in nature, the type of cement used is of little importance per se but, to ensure low permeability of the surface zone of concrete, the choice of concrete mix is critical.

Good mix design, utilising high quality material to ensure a very dense cement paste mix is achieved, is paramount in reducing the risk of salt attack.

Wet cast concrete paving units, as produced by UrbanStone, are thus very resistant to salt attack, although as can be seen from the test certificates, there will be an effect on the product when subjected to “severe salt attack situations” as determined by the current standard.

#### **Q8. How can I protect my UrbanStone investment against salt damage?**

Any paving installed around a salt-water swimming pool can be subject to irreversible salt damage. An appropriate sealant can assist greatly in reducing this damage in susceptible areas. As a good rule, always seal the UrbanStone around your swimming pool edge and in all splash zones. Also, ensure the correct materials are used in the installation process (see Question 5 above), as salt laden jointing, bedding and mortar sands can cause long-term damage to

**Q9. Does my UrbanStone have to be sealed and how will the sealer affect the paving?**

UrbanStone paving does not necessarily need to be sealed, however we do recommend the use of sealants in certain instances, and when certain products are selected. The application of sealer will alter the general appearance (i.e. colour and sheen) of your UrbanStone to some degree and will require re-application in the future.

The application of a sealer will also affect the selected pavers performance characteristics (such as its 'slip resistance', resistance to staining and soiling, and its potential to resist degradation from salt attack). We suggest therefore that your nominated sealing contractor treat a small amount of paving in an inconspicuous area for you to examine prior to approving the treatment of the entire area selected for this process.

Please note that we recommend that ALL UrbanStone products be sealed immediately after installation.

**Q10. Can I use acid to clean my newly installed UrbanStone?**

No. – Acid will damage the surface matrix of your new UrbanStone pavers. Under no circumstances should you place any type of acid (or strong alkali cleaner) onto the surface of your paving to remove primary efflorescence, stains or residual mortar smears. Efflorescence may be removed using a good stiff bristle broom and you will be able to remove most day to day soiling with the use of a domestic grade detergent, water and a good household brush. Preventative measures should be taken during the installation process to prevent mortar, garden mulch and other contaminants from making contact with the surface

of the paving thus reducing the possibility of residual damage to your UrbanStone investment.

Remember, "Prevention is better than cure".

For further advice on the removal of more serious soiling (i.e. mortar smears and other construction soiling), we suggest that you contact a cleaning professional.

**Q11. How do I maintain UrbanStone pavers?**

Quite simply, all you need to do is sweep it regularly and remove all weeds from the joints as and when they appear. If your paving is laid on an incline, regularly hosed with water or cleaned in such a way as to dislodge and remove jointing sand, replace the lost jointing sand immediately (see Question 3). As with any outdoor product, high-pressure cleaning may be desirable on occasions to remove ingrained dirt, stains and other surface contaminants. Use a light household detergent and never use acid on your UrbanStone paving.

**Q12. Do UrbanStone pavers display tonal variations?**

UrbanStone paving may exhibit shading or tonal variations which are caused by natural variations that occur in the raw materials used in the manufacturing process. We believe this to be a desirable feature of the finished paving product as each piece takes on its own individuality giving a more natural overall finish to your completed pavement. When installing UrbanStone paving it is recommended that the distribution of pavers be selected from several individual pallets at one time thus ensuring the distribution of colour and tonal variation over the entire paved area.

This eliminates the accumulation of pavers with tonal variations in localised areas which may result in an unfavourable aesthetic appearance. If pavers have been stored on-site or in a warehouse for an extended period, curing and moisture marking on the extremities of the paving may be evident when the product is first installed. This marking, more commonly known as picture framing, may manifest itself as a darker appearance in the centre of the paver than the edges. This variation in appearance generally dissipates over time once the paver is exposed to the elements and allowed to weather naturally.

The application of a protective sealer to the finished pavement surface may assist in diminishing this tonal variation and could result in a slightly darker overall appearance to the finished paved area depending on the type of sealer selected.

Finally, colour reproductions on marketing material, brochures, images on our website, sample pieces and products on display are only indicative of the colour ranges promoted. Thus, products delivered for your project, may vary and have tonal differences to that selected from our marketing and display material.

**Q13. Where can I find out more?**

UrbanStone's detailed laying procedures and care and maintenance guidelines are available on our comprehensive website at [www.urbanstone.com.au](http://www.urbanstone.com.au).

Visit. [urbanstone.com.au](http://urbanstone.com.au)

Call. 1800 URBANSTONE

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