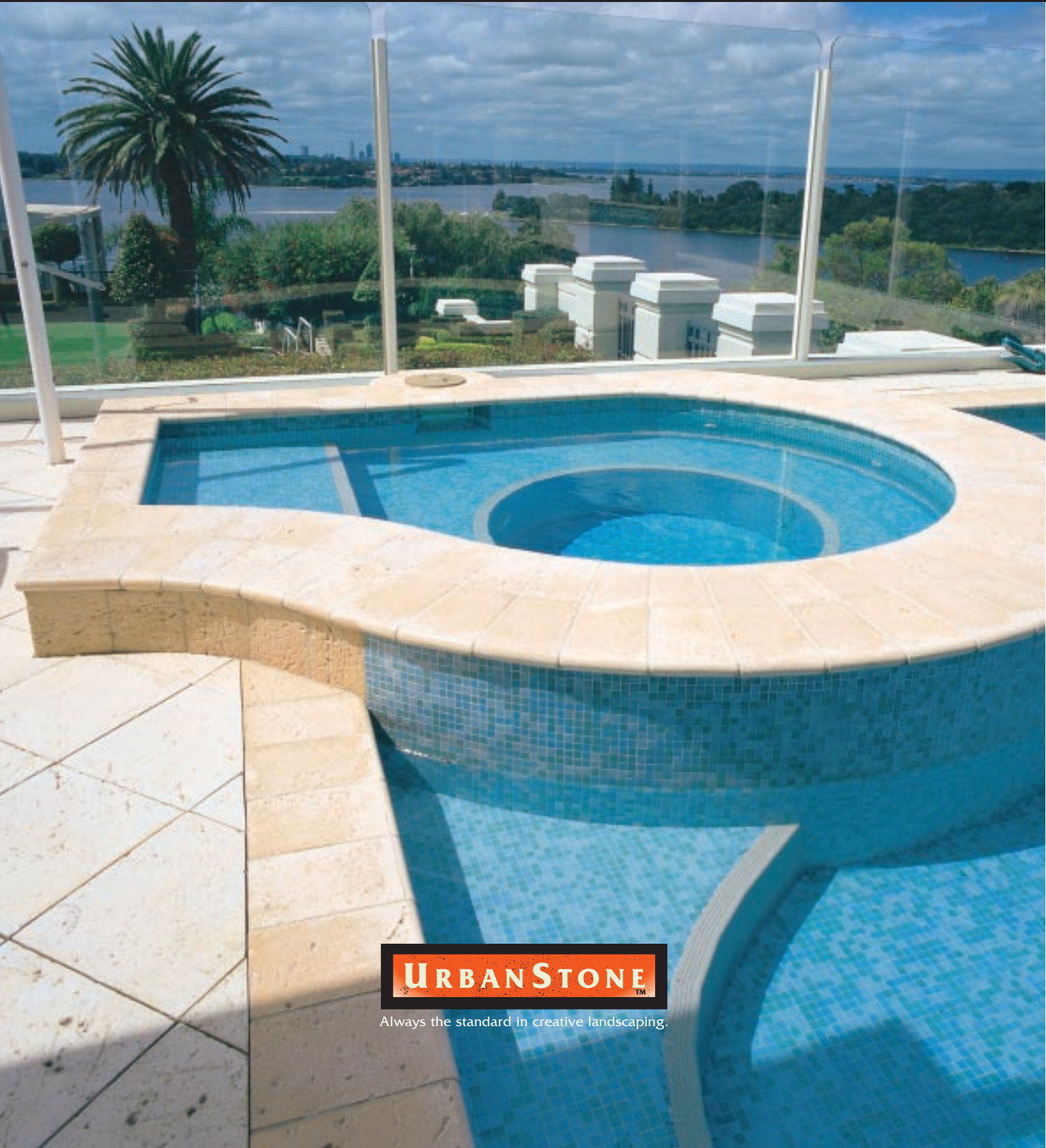


# URBANSTONE RESIDENTIAL PRODUCT INSTALLATION AND MAINTENANCE.

GENERAL ANSWERS TO THE MOST FREQUENTLY ASKED QUESTIONS.



**URBANSTONE**<sup>TM</sup>

Always the standard in creative landscaping.

**THIS SHEET IS DESIGNED TO PROVIDE YOU WITH A GENERAL UNDERSTANDING OF THE IMPORTANCE OF INSTALLING YOUR URBANSTONE IN THE MORE SPECIFIC WAYS PRESCRIBED 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 URBANSTONE INSTALLATION AND MAINTENANCE QUESTIONS.**

## **Q1. HOW DO I SELECT THE IDEAL INSTALLATION SPECIALIST?**

- A.** 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. Thirdly, ensure that the full scope of works to be undertaken are 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. **Remember, he is an independent contractor and not an employee of UrbanStone.** Ideally you should inspect some of his previous work and speak to the referees provided to ascertain his level of competence.

## **Q2. HOW CAN MY INSTALLER ENSURE AN EVEN PAVEMENT SURFACE FINISH?**

- A.** Although UrbanStone pavers are manufactured to an exceptional thickness tolerance of +/- 3mm, a 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 the 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' (ie. on a full wet mortar bed) differential thickness will be absorbed within the wet mortar upon placement by the installer.



## **Q3. ARE THERE ANY LAYING ESSENTIALS?**

- A.** 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 joints 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.



## **Q4. SHOULD MY URBANSTONE BE LAID ON SAND OVER A CONCRETE SLAB?**

- A.** 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?

**A.** 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 licenced installer only uses clean washed and salt-free sands on your project.

## Q6. HOW IMPORTANT IS IT TO GET THE LEVELS AND FALLS RIGHT?

**A.** 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 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. HOW CAN I PROTECT MY URBANSTONE INVESTMENT AGAINST SALT DAMAGE?

**A.** 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 your new UrbanStone investment.



## Q8. DOES MY URBANSTONE HAVE TO BE SEALED AND HOW WILL THE SEALER AFFECT THE PAVING?

**A.** UrbanStone does not necessarily need to be sealed, however we do recommend the use of sealants in certain instances. The application of a 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.



## Q9. CAN I USE ACID TO CLEAN MY NEWLY INSTALLED URBANSTONE?

**A.** **No.** - Acid will damage the surface matrix of your new UrbanStone pavers. Under no circumstances should you place any type of acid 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 (ie mortar smears and other construction soiling), we suggest that you contact a cleaning professional.

## Q10. HOW DO I MAINTAIN MY URBANSTONE?

- A.** Quite simply, all you need 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 and other surface stains. Use a light household detergent and never use acid on your UrbanStone paving.



## Q11. WHERE CAN I FIND OUT MORE?

- A.** 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)



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