

A GUIDE TO GENERAL CONDITIONS & LAYING PROCEDURES

Thank you for purchasing Edenstone pavers. To ensure longevity and complete satisfaction of your pavers, please read these notes BEFORE commencing your landscaping project.

- 1. Pre check.** Please check your order for colour, texture, quantity and condition within 24 hours of delivery. Any irregularities in the product should be directed to the store of purchase immediately, or within 48 hours of delivery. No claims will be accepted for irregularities after laying of product.
- 2. Colour, Thickness, Damage.** All products are handmade using natural materials and cement. Some colour and size variations can be expected and it's recommended where more than one pallet is effected, then pavers from all pallets should be blended as job proceeds. Thickness (height) may vary + or - 2.5mm, and dimension (size) + or - 3mm. Chipped or damaged pavers up to 4% is considered to be within industry standards and should be put aside for cutting. (Visit The Concrete Masonry Association of Australia website - www.oma.com.au for more information). **If the acceptable level of unsatisfactory pavers exceeds these standards, contact the store of purchase immediately.**
- 3. Laying.** Laying should be done by a licensed tradesman or person competent in laying larger format pavers. Each paver must be individually laid and levelled. A minimum 4-6mm gap between pavers is recommended, as this allows for straight lines to be kept and prevents chipping of pavers. Do not transport pavers in wheelbarrow, as this will cause chipping. Do not stack pavers criss-cross on site as this may leave marks on pavers if left for a period of time. If laying on compacted road base (at least 75mm pedestrian areas only) allow for a 20mm layer of screeded bedding sand or medium river sand on top of the compacted road base for pavers to be bedded into and levelled as you go. If laying on concrete allow for at least a 15mm layer of adhesive or mortar for pavers to be bedded into and levelled as you go. It is advisable to wire brush the back of bullnose or pavers to remove any loose powder or dried slurry before gluing down. **Remember to always blend pavers when using multiple pallets - do not lay pallet by pallet.**
- 4. Cutting.** Pavers can be cut with both wet and dry diamond saws. Dry dust or wet slurry must be washed off immediately to prevent staining.
- 5. Grouting.** For gaps up to 5mm gap sand can be brushed into gaps. If laying with gaps over 5mm and up to 12mm grouting is recommended (3 parts washed pit sand: 1 part cement). Only a small area at a time should be attempted and pavers must be cleaned as you go using the two-bucket and sponge method. Do not let grout dry on pavers.
- 6. Cleaning.** Keep pavers clean as the job proceeds is best practice. If wheelbarrows need to go over laid pavers, than a sheet of plastic should be laid. To remove stains caused by soil, timber, food, leaves etc. a mixture of laundry detergent and pool chlorine diluted in water can be used with the aid of a good stiff scrubbing brush and then hosed off. **NEVER USE ACID ON PAVERS.**
- 7. Sealing.** **It is recommended that all pavers and bullnose be sealed with a penetrating masonry sealer**, readily available from all leading hardware stores, landscape stores and tile stores. Sealing should be carried out as per manufacturers' recommendations.
- 8. Efflorescence.** Efflorescence is an inherent problem in the masonry and clay paving industry and is beyond our control. Sealing with a good quality sealer and good drainage in most cases will help prevent it occurring.
- 9. Delivery.** Delivery is to kerbside only or by negotiating with delivery driver.
- 10. Pallets and Packaging.** After you notify us the pallets are empty we will endeavour to have a contractor pick them up. However because of varying distances and quantity this may not be possible and in this case pallets are non-returnable. All plastic packaging is non-returnable.