

TROUBLESHOOTING HANDBOOK

*Essential guide
for resolving common
paving issues & aiding
correct installation*

Including NEW



& other useful tips & advice



NATURAL STONE

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- 2** General weathering
- 3** Efflorescence
- 4** Kadapha turning light grey
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ALWAYS FULLY READ THE INSTRUCTIONS ON ALL INSTALLATION & CLEANING PRODUCTS



PAVESTONE TROUBLESHOOTING HANDBOOK LEAVES, BERRIES & BIRD STAINING



POSSIBLE CAUSES

Fallen leaves, berries, petals, bird faeces etc will stain paving as they break down if not removed.



PAVESTONE SOLUTION

Sweep off all leaves, petals, berries etc on a regular basis. For any garden staining use **PAVESTONE PATIO CLEANER**.

For more stubborn stains apply **PAVESTONE BLACK SPOT & ALGAE REMOVER**.

PAVESTONE TROUBLESHOOTING HANDBOOK GENERAL WEATHERING



POSSIBLE CAUSES

Paving should be cleaned regularly and swept of all dirt & grime. Poorly drained and shady/damp site conditions contribute to the growth of algae and lichen on paths and hard surfaces.



PAVESTONE SOLUTION

For any garden or driveway staining use **PAVESTONE PATIO CLEANER OR DRIVEWAY CLEANER**.

For more stubborn stains like lichen & algae apply **PAVESTONE BLACK SPOT & ALGAE REMOVER**.



PAVESTONE TROUBLESHOOTING HANDBOOK EFFLORESCENCE

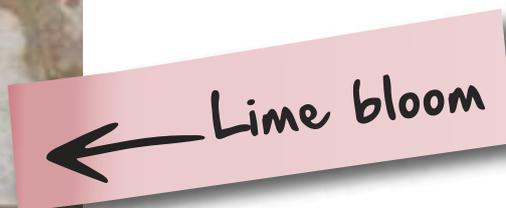
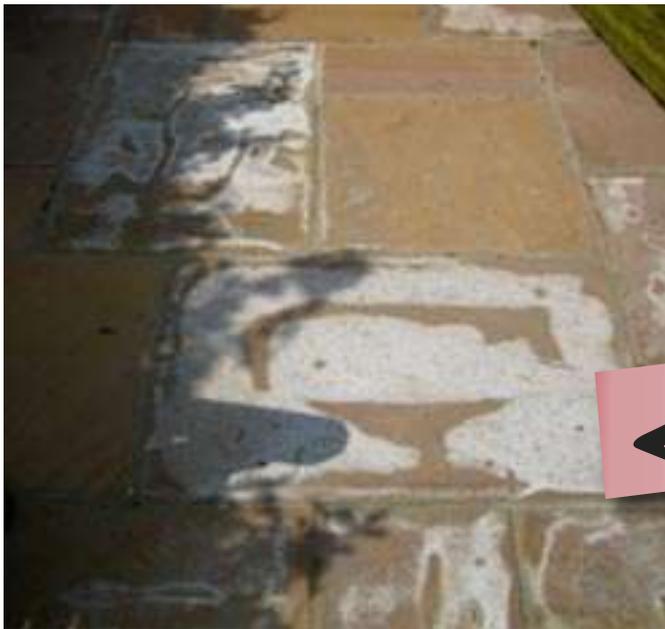
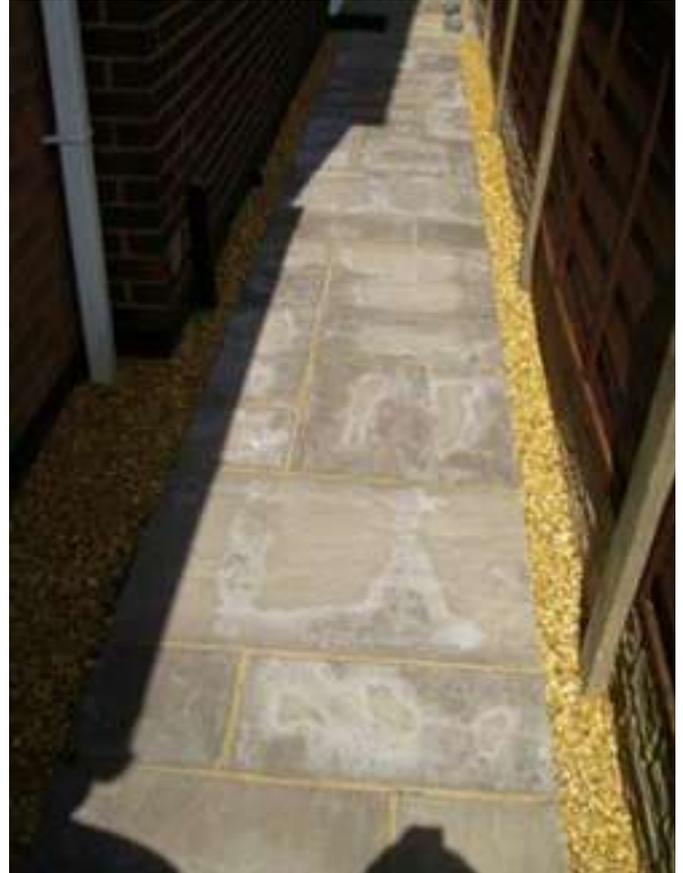
WHAT IS EFFLORESCENCE?

Efflorescence is a natural phenomenon which occurs from any product that contains cement.

Also known as 'lime bloom', efflorescence is the result of a chemical reaction between cement and water resulting in calcium hydroxide (lime) which is slightly soluble in water.

Under certain conditions efflorescence can migrate, from the cement in the mortar bed, through natural stone. On the surface it reacts with carbon dioxide in the air to produce calcium carbonate crystals. These create white patches or an overall lightening to the paving. If the mortar bed has voids, these patches can reflect what is beneath the paver and may have greater consequences. See void bedding on page 11.

When wet, the white blooms become transparent and seemingly disappear. During winter months, when paving dries much slower, the appearance of efflorescence is more frequent, yet spasmodic and unpredictable. With natural weathering, efflorescence will dissipate over time.



PAVESTONE
SOLUTION

Salts will generally dissipate over time however you may wish to use **PAVESTONE CEMENT, GROUT & SALT RESIDUE REMOVER**.



PAVESTONE TROUBLESHOOTING HANDBOOK KADAPHA TURNING LIGHT GREY



Restored to black →



POSSIBLE CAUSES

With 12 months of being out in the open, exposed to UV light, slightly acidic rainfall and with natural weathering the Kadapha Limestone starts to fade to light grey.

PAVESTONE SOLUTION

If you wish to bring the colour of Kadapha back to black you can apply two (plus) coats of **PAVESTONE BLACK STONE REJUVENATOR & SEALER** (see above right and below pictures).



After your paving has faded to grey, you can apply Pavestone Black Stone Rejuvenator to bring back the black tones.

ALWAYS thoroughly clean the paving with Pavestone Patio Cleaner before applying the Rejuvenator. This will remove dirt and grime, opening up the pores of the stone and will allow the sealant to fully penetrate.

Clean the paving & always allow to dry before sealing

PAVESTONE TROUBLESHOOTING HANDBOOK RESIN STAINING



Jointing Compounds can leave a residue of resin on paving after installation, especially in extreme hot weather, but this will generally disappear over time. If it stays on for a prolonged period the Pavestone Resin Residue Remover can be used to remove it.

Resin staining from jointing compounds generally happens in the summer months when you have the heat of the sun on the paving. The paving temperature will be a lot hotter than

that of the air. Pointing should not be done when the surface temperature of the paving is too hot (always check manufacturers instructions). In hot weather a good tip would be for the paving to be wetted prior to application.

PAVESTONE SOLUTION

Resin stains will generally dissipate over time however you may wish to use **PAVESTONE RESIN RESIDUE REMOVER**.



Watch our 'How To' mix & apply Pointfix video. Click on the Play button!



PAVESTONE TROUBLESHOOTING HANDBOOK SEALANTS/IMPREGNATORS

APPLICATION Error!



Not dry before sealing

In some cases, sealing Natural Stone is not necessary. It is the consumer's personal preference whether they want to enhance the colour of their patio or just protect the paving from staining. If you intend to use a sealer, you must adhere fully to the product instructions on the packaging.

Moisture on the surface, within the joints or even a bit of damp within the paving itself can cause some sealants to turn 'milky', effectively ruining the finished appearance. Sealants sold as 'suitable for all surfaces', tend to be unbreathable and therefore likely to trap moisture underneath.

Before sealing, the paving should be clean, dry, free from dust, detritus and organic material (weeds, mosses, algae, etc).

A small area must always be tested first.



PAVESTONE SOLUTION

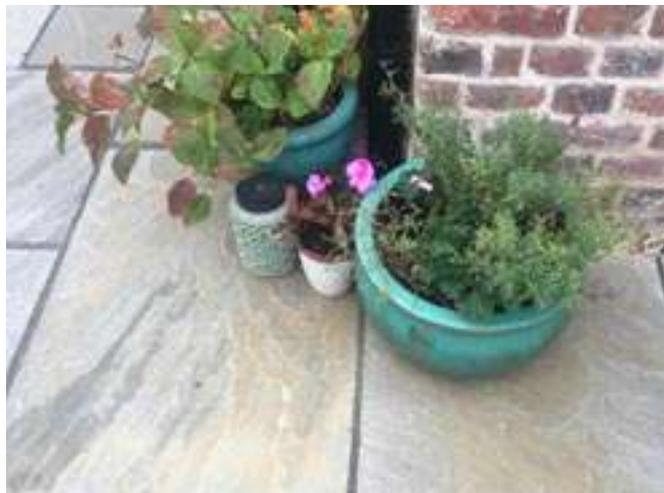
Pavestone have a range of water based, breathable, impregnating sealers that can be used straight after laying as long as weather and site conditions allow. Prior to sealing always condition the paving by cleaning with Pavestone Patio Cleaner. This will also open the pores of the stone, enabling the sealer to penetrate deeper into the paving.



Use **PAVESTONE PATIO CLEANER** to remove any stubborn ground in dirt and grime from paving and **ALLOW TO DRY.**

Clean the paving & always allow to dry before sealing

PAVESTONE TROUBLESHOOTING HANDBOOK BROWN SPOTS OR STAINING

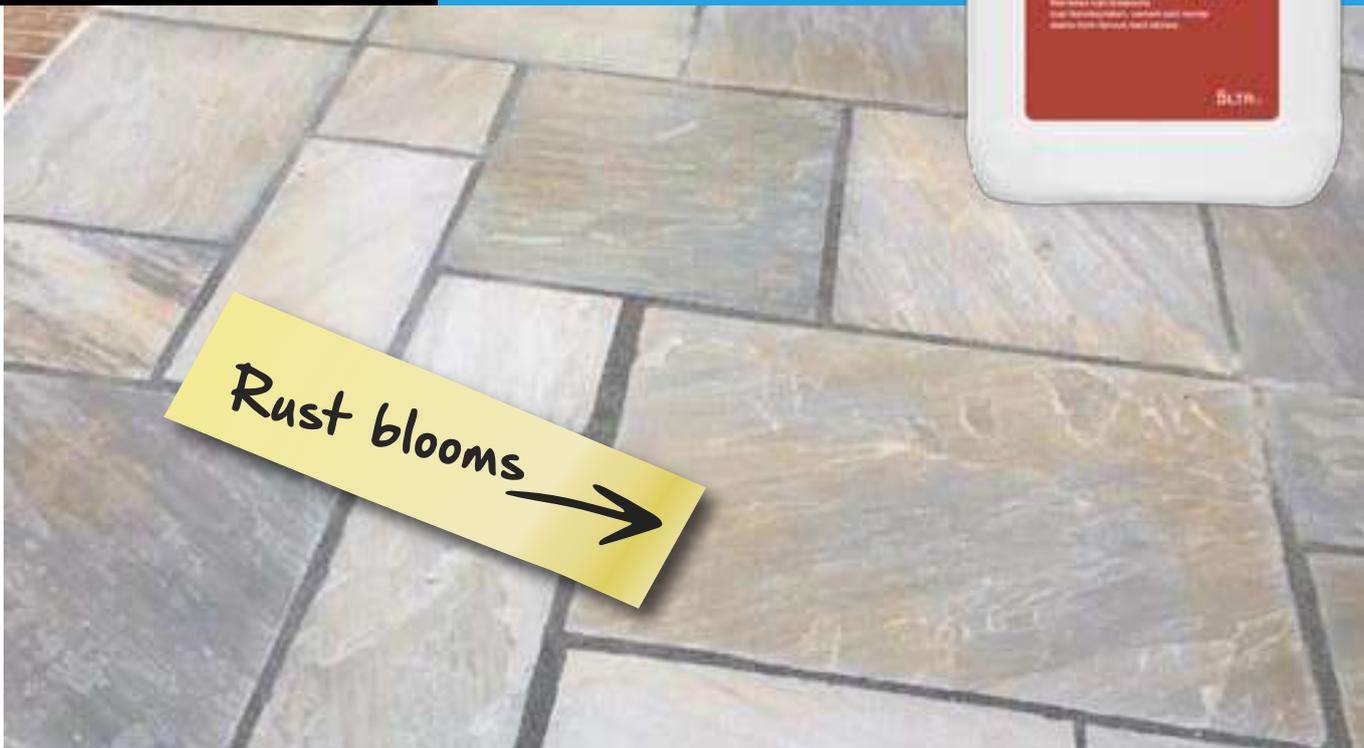


POSSIBLE CAUSES

Iron Pyrites - blooms of rust coming from iron deposits within the natural stone.

PAVESTONE SOLUTION

For rust blooms use
**PAVESTONE
IRON STAIN REMOVER.**



PAVESTONE TROUBLESHOOTING HANDBOOK FERTILISER STAINING

Paving not protected



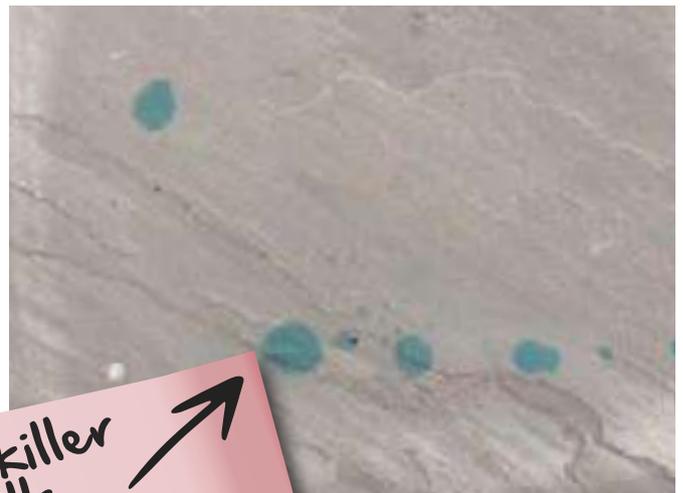
POSSIBLE CAUSES

Moss killers and fertilisers contain Ferrous Sulphate which can leave iron traces on paving after over spread from lawns. Generally staining will be seen as spots alongside the edge of the lawn or flower beds. All fertiliser instructions advise you to cover paving prior to applying.

When removing large areas of staining, it is advisable to use Iron Stain Remover, treating the whole of the stained slab. If you only need to remove the odd spot use Pavestone Rust Remover.

Copper sulphate stains from weedkiller spillage - will clean with Patio Cleaner

Weedkiller spills



PAVESTONE SOLUTION

For large areas use **PAVESTONE IRON STAIN REMOVER.**

For odd spots, use **PAVESTONE RUST REMOVER.**



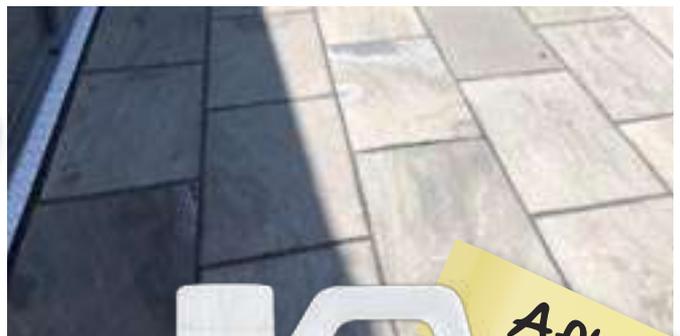
PAVESTONE TROUBLESHOOTING HANDBOOK ACID STAINING - BROWN STAINING



POSSIBLE CAUSES

Acid should not be used on paving as it can burn the stone but also can bring the natural iron out of the stone.

Brown staining generally occurs after rainfall, when voids are present or acid has been applied or a combination of all three.



Examples of paving before and after applying Pavestone Iron Stain Remover.



**PAVESTONE
SOLUTION**

PAVESTONE
IRON STAIN REMOVER

PAVESTONE TROUBLESHOOTING HANDBOOK METALLIC RUST STAINS



POSSIBLE CAUSES

Metallic garden implements, pots, ornaments, garden furniture etc. can leave rust marks on top of paving. These unsightly marks can be cleaned using the Pavestone Rust Remover.



PAVESTONE SOLUTION

PAVESTONE
RUST STAIN REMOVER





Spot the problem?



Any method of bedding that creates voids, is an incorrect installation and can cause significant problems once the job has been completed, including:

- Voids fill with water and create subsidence or instability in the finished patio. The resident water pools under the paving cause discolouration on the face of the paving.
- Voids cause paving to fracture when loaded due to lack of support.
- Voids may become infested by insects or burrowing animals.
- The mortar spots cause the slabs to be unstable and will rock when the paving is walked on.

This is NOT a staining issue and cannot be rectified by any cleaning product.

Paving should ALWAYS be laid on a 'full contact' bed of mortar.

If paving has been laid using void bedding, any potential uplift and re-lay is the sole RESPONSIBILITY OF THE INSTALLER.

INSTALLATION Error!



Reflective staining →

INSTALLATION Error!



Water will collect in voids →



Worried your paving is spot bedded?

Tap with a broom handle. If there is a change in tone, a hollow sound will indicate that there is a void and the paver has no contact with the bedding mortar. **ALWAYS** lay on a 'full contact' mortar bed.

Paving stays wet for longer ↗

RECOMMENDED ADVICE

To help aid adhesion, prime the back of the pavers with Pavestone Priming Slurry



Watch our 'How To' mix & apply Priming Slurry video. Click on the Play button!



Leachate stains are an unsightly white or rusty stain that leaches out of the pointing joint and runs down the face of the paving.

Leachate generally occurs when there is poor drainage and water rises from beneath the patio, drawing up minerals from the sub base and bedding mortar on to the patio. When the water evaporates, it leaves an unsightly scum residue.

With the ever more popular use of permeable jointing compounds, this problem is more common. Leachate staining is more prevalent when the water table is high. In wetter weather conditions water finds the weakest point and seeps up through the pointing joint.

This type of staining is not always so easy to clean, as it can dry to a hard crust, however with the use of Pavestone Cement & Grout Residue Remover and vigorous scrubbing it can be removed.

Leachate staining is caused by poorly drained site conditions and unless this is addressed it may return.



PAVESTONE **SOLUTION**

The residues can be cleaned using
**PAVESTONE CEMENT, GROUT
& SALT RESIDUE REMOVER.**



For more information about leachate staining visit
www.pavingexpert.com/leachate



PAVESTONE TROUBLESHOOTING HANDBOOK UPSIDE DOWN INSTALLATION

INSTALLATION!
Error!



← Unsightly face and edges



Pointing will become loose →

Natural stone paving should always be laid with the chamfered edge down. When the paving is laid upside down, it creates a joint that is too wide. The V shape makes the jointing more susceptible to fall out or to crumble.

In addition, the underside of the slab can also be over riven, incorrect colouring or even unsightly. If the paving has been calibrated, you will clearly see 'grooved' lines on the reverse.

Attention should also be made when laying Granite. Ensure that it is laid with textured face up and smooth face down.

ENSURE PAVING IS LAID THE CORRECT WAY UP

Natural stone is hand cut. The top face will be clean and straight with the bottom much rougher.

Natural Stone



Chamfer down

Concrete comes out of a mould, with the detailed face on the smaller side.

Concrete



Chamfer up



Calibration grooves!! →

NO SOLUTION

This is an **INSTALLATION ERROR**.
The only solution is to uplift and re-lay.

PAVESTONE TROUBLESHOOTING HANDBOOK BLENDING PACKS

INSTALLATION!
Error!



2 projects where packs were not inspected prior to laying.

RECOMMENDED ADVICE

Always inspect
paving on delivery.



No stone supplier can guarantee that products from different batches will have identical colouration.

Therefore, it is important that when using several packs of the same product on a project, the product is used randomly from all of the packs so as to achieve an overall blended appearance. Where possible always buy all your paving at the same time.



For more information of how to successfully colour blend your patio, watch our 'How To' video. Click on the Play button or scan the code.



How the paving should look when paving is mixed from all packs.



When paving or block paving is butt jointed (adjacent slabs touching each other) it can cause a number of issues.

- There is no cushion between pavers thus causing a high risk of spalling (edges breaking up).
- Butt jointing does not allow for any dimensional tolerances.
- A minimum 2mm joint should be standard practice for paving flags and block paving requires a sanded joint to allow some movement.
- Natural stone block paving is best laid on a wet mortar bed, with Priming Slurry applied on the underside of each block and pointed with a 10-14mm joint using an appropriate cementitious jointing material.

NO SOLUTION

This is and INSTALLATION ERROR.
The only solution is to uplift and re-lay.



Without the use of kiln dried sand, there is no cushion between the blocks which will cause 'Spallings'.

PAVESTONE TROUBLESHOOTING HANDBOOK JOINTS



Spacers not advised. Minimum 2mm joint.

Achieving a uniform joint is difficult with natural stone, due to the dimensional tolerances of the product. As such, it is not advisable to use jointing spacers and therefore best practice is just to lay by the eye. Joint widths vary depending on the product, between 7-14mm on traditional riven flagstones to a minimum joint of 2mm on contemporary paving, although we advise 5mm to achieve a more aesthetic pattern.



Cross joints and long lines.

When installing natural stone circle kits, its important to initially dry lay the kit first, to work out the correct joint spacing between each piece.

When installing randomly laid paving you should avoid long straight lines or cross joints (where four corners meet). Whilst cross joints and long lines are not a structural failure they are aesthetically displeasing and will always draw the eye to them. Never have any joint running for more than about 3 metres.



The straight lines and cross joints on this patio could have been broken easily just by moving a few slabs around.



For more information of how to avoid cross joints on your patio, watch our 'How To' video. Click on the Play button or scan the code.

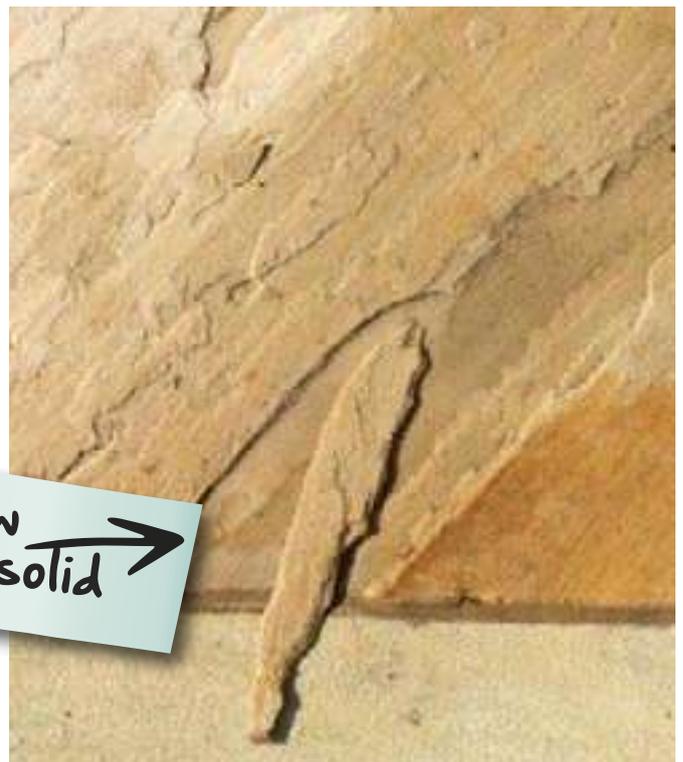
TROUBLESHOOTING HANDBOOK

DELAMINATION/SHALING



Delamination or shaling can occur with riven surfaces of natural stone such as sandstone, limestone and slate. Due to the nature of 'sedimentary' stone, created millions of years ago, the layers of stone can occasionally sheet-off. This can happen before and after installation. Once this delamination has occurred the surface below will generally be stable and the longevity and durability of the paving will not be affected.

Care should be taken when cleaning the stone, especially with a pressure washer.



Surface below
will be good and solid →

PAVESTONE

TROUBLESHOOTING HANDBOOK

NATURAL VEINING



Natural stone paving can have lines in them that look like cracks. At first glance, this may concern you, but they are in fact veins of calcite which have the technical name of stylolite's. Their presence is natural and does not reflect a defect or natural weakness in the Paving. The lines are an acceptable characteristic of natural stone paving, and they won't crack when walked upon.



PAVESTONE TROUBLESHOOTING HANDBOOK POINTFIX JOINTS FAILING

Pointfix is a strong, 2-part resin based jointing compound. Like all products of this nature, successful installation is reliant on following the application instructions correctly.

The most common error, is when the Pointfix is not mixed properly. The two bags, which differ in colour, should be thoroughly mixed together in a large bucket. When mixed together, you should achieve an even colour throughout the whole mix.

Another common mistake is due to joints that are not deep or wide enough. Pointfix requires a minimum depth of 24mm and a minimum joint width of 6mm and all joints should be cleared of any loose material.

A pointing iron should always be used to compact the Pointfix into the joint, reapplying more product and compacting again.

Joints will fail if any of the above have not been adhered to or where there is ground movement on the site.

Although Pointfix can be used in wet conditions, it is important not to install when the temperature is below 3°C and above 26°C. This is ground temperature and **not** air temperature. Direct sunlight on paving will be much hotter than the surrounding air. Hot conditions can cause the resin from within the mix, to stain the paving. Although this can be removed with Pavestone Resin Stain Remover (see page 5), care should be taken during the warmer summer months.

If you are pointing during hot weather, it is advisable to wet the area first, before installing Pointfix. This will reduce the temperature of the paving surface sufficiently.

In the colder winter months, Pointfix will take longer to cure.



PAVESTONE POINTFIX ESSENTIALS

**Thoroughly
mix together**



**Compact
into joints**



**Don't install
in extreme
weather**

INSTALLATION Error!



Most concrete paving is manufactured from a mould which creates a chamfered edge. When two pavers are laid together, they create a 'V' shape. If the Pointfix is only deep enough to fill the 'V', it will most probably 'pop out'. Therefore, it is essential that the Pointfix is deep enough to 'hook' underneath the paver, as well as ensuring that the width is also wide enough.



 PAVESTONE **HOWTO** VIDEOS 

Watch our 'How To' mix & apply Pointfix video. Click on the Play button!



PAVESTONE

TROUBLESHOOTING HANDBOOK

GENERAL CLEANING - PORCELAIN

Porcelain paving is affected by dirt and grime just like any other paving, however it is, easier to clean. Everyday mess, such as pets footprints, can be easily cleaned by using Pavestone Porcelain Cleaner. For an annual 'start of spring' cleanse, use Pavestone Patio Cleaner.

A common problem with Porcelain paving is grout residue left on the surface straight after jointing, and if not cleaned thoroughly, will attract dirt and grime (See page 22 for cleaning grout residue).

Before grouting, apply Pavestone Tile Protector which makes it easier to remove any excess grout. Once fully clean & dry, the Tile Protector can also be applied to act as a barrier to general dirt and grime.

Many installers use jointing compounds to point Porcelain. This is not recommended. Dirt will adhere to any resin left on the patio, making it much harder to clean. Also, the joints may have a tendency to hold water, attracting algae growth.



PAVESTONE
TOPTIP Use Porcelain Tile Protector prior to grouting.



PAVESTONE
SOLUTION

Sweep off all leaves, petals, berries etc on a regular basis.

For annual cleaning of winter detritus use **PAVESTONE PATIO CLEANER**.

For general regular cleaning, use **PAVESTONE PORCELAIN CLEANER**.

PAVESTONE TROUBLESHOOTING HANDBOOK GROUT HAZE - PORCELAIN



If Porcelain tiles have not been cleaned thoroughly enough after grouting, then a haze may occur. This is known as grout haze, which appears as residue marks which have been left to dry on tiles after grouting.

This haze is not always noticed straight after applying the grout, as the water from the cleaning process masks the cement deposits. This grout residue not only looks unsightly but will also attract dirt and grime, making general cleaning more difficult.

To aid the cleaning of the grout, apply the Pavestone Tile Protector prior to grouting.

PAVESTONE SOLUTION

The residues can be cleaned using
**PAVESTONE CEMENT, GROUT & SALT
RESIDUE REMOVER.**

PAVESTONE TOPTIP

Use Porcelain Tile
Protector prior to grouting.



PAVESTONE TROUBLESHOOTING HANDBOOK BATCH CODING - PORCELAIN

INSTALLATION!
Error!



Porcelain paving is manufactured in batches, just like indoor ceramic tiles or even wallpaper. Each numbered batch will invariably have a very slight difference in colour tone, so it is essential that all of the packs for your project, have the same batch code number.

As an additional safeguard, open as many packs as possible and lay the paving from different packs. This will blend any slight variation in colour tones, and will also highlight an incorrect batch, which can be resolved before the whole project has been installed.

Another reason for buying from one batch, is that some porcelain paving is non rectified. This means that the size may not always be precise and will differ slightly with each batch.

Rectified paving is also made in batches. The sizes will be more precise, allowing tighter joints, but you should still buy from the same batch. The best way to check both colours and sizing, is to take one slab from each pack prior to installation and lay side by side.



PAVESTONE TOPTIP

Before you start, lay a paver from each crate next to each other to check the colour is consistent

NO SOLUTION

**This is and INSTALLATION ERROR.
The only solution is to uplift and re-lay.**

PAVESTONE

TROUBLESHOOTING HANDBOOK

BOWING - PORCELAIN



Large format porcelain tiles may have a bow in them. Extreme high temperatures during the manufacturing process causes the clay to shrink, making it impossible to keep the tile perfectly flat.

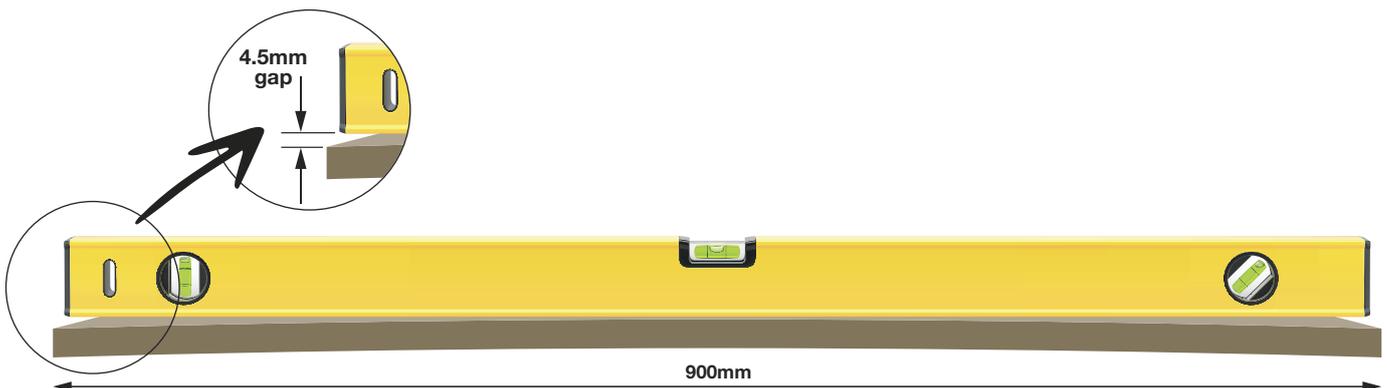
The International Standard (ISO) has an acceptable tolerance of $\pm 0.5\%$ for bowing, or more commonly known as warpage. For example, a 900mm tile may have up to 4.5mm warpage.

Although Pavestone Porcelain is manufactured below this 0.5% standard, there may still be a slight variation in warpage from different packs and also within the same pack.

When laying in a brick bond (half bond) pattern, you may notice a small lip, this is where the highest point in the middle of one tile is adjacent to the lowest point on the next tile.

To minimise this lipping, lay the rectangular tiles with an offset or even a stack pattern. This will bring the high points closer together.

Where possible, prior to installing, lay them somewhere flat so you can ascertain how much of a lip is created with your chosen laying pattern. The lipping can be reduced with a combination of altering the pattern and also making the joints a little wider.



PAVESTONE TROUBLESHOOTING HANDBOOK GROUT DISCOLOUR - PORCELAIN



There are a number of reasons why grout dries with different colours after pointing.

If the bags of grout have been mixed with inconsistent amounts of water, polymers rise to the surface creating joints of varying shades.

Another common reason is that the patio was not dry when grouted. The jointing gaps must be fully dry prior to grouting. A great way of removing any moisture is by using a leaf blower.

Grout can also discolour, or go patchy, due to over wetting when washing off any excess grout. Too much water can cause separation of the ingredients, which rise to the surface of the joint.

The most common reason is, moisture rising from the bedding mortar to the surface of the joint, drawing up salt crystals which dries and leaves a white/opaque deposit of efflorescence near the surface of the grout.

PAVESTONE SOLUTION

Patches can be removed using
**PAVESTONE CEMENT, GROUT
& SALT RESIDUE REMOVER.**



Watch our 'How To' mix & apply Tile Grout video. Click on the Play button!



Spot the voids?



Photo also shows spot bedding.

WHAT IS EFFLORESCENCE?

Efflorescence is a natural phenomenon which can occur from any product that contains cement.

Also known as 'lime bloom', efflorescence is the result of a chemical reaction between cement and water resulting in calcium hydroxide (lime) which is slightly soluble in water.

Under certain conditions it can migrate through damp paving, from the mortar bed, which also contains cement. On the surface it reacts with carbon dioxide in the air to produce calcium carbonate crystals. These create white patches or an overall lightening to the paving. If the mortar bed has voids, these patches can reflect what is beneath the paver and may have greater consequences. See void bedding on page 11.

When wet, they become transparent and seemingly disappear. During winter months, when paving dries much slower, the appearance of efflorescence is more frequent, yet spasmodic and unpredictable. Over time with natural weathering, it will disappear.

PAVESTONE SOLUTION

Salts will generally dissipate over time however you may wish to use **PAVESTONE CEMENT, GROUT & SALT RESIDUE REMOVER**.



POSSIBLE CAUSES

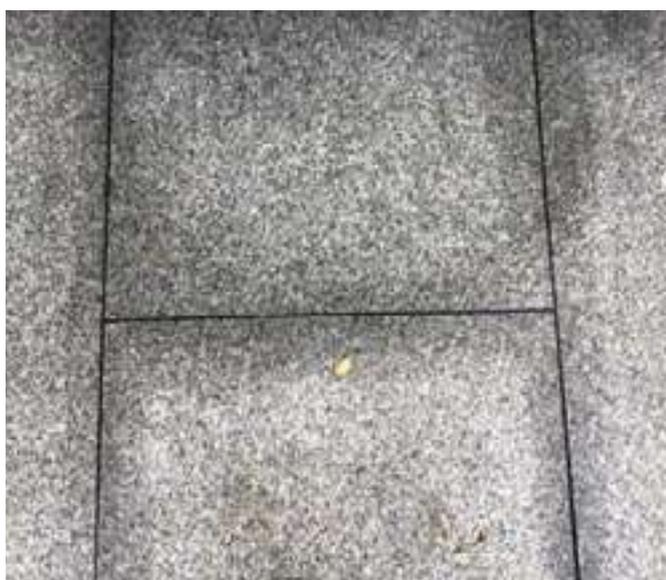
Mainly occur during the manufacture of wet-cast paving slabs.

SOLUTION

Generally air holes/pin holes in concrete are small and not detrimental to the future performance of the paving.



Picture framing is generally caused by water retention in a porous pointing joint and is exacerbated by poor drainage.



Paving not pointed. Water holds in the joints, making edges damp and looks darker.





Should fade over time →



POSSIBLE CAUSES

Differential weathering can be caused by varying moisture movement in the early curing process. The darker areas represent the moisture cured parts of the surface, and these are usually in the centre of the slab as the production technique can sometimes inhibit uniform surface drying.

Other causes of differential weathering:

Packaging - subjects the paving units to sweating within the pack which generally dries away naturally over time.

Atmospheric conditions - the weather can affect the paving in its early curing process and when newly laid.

Paving laid on the spot bed method causes voids which can contribute to the drying out/curing process resulting in patches.

The appearance of a slab affected by differential weathering can sometimes give the impression that the concrete surface is flaking, which is not the case. The perceived flaking effect is purely the shade differential between areas of the concrete surface which have been subjected to the varying moisture conditions during the products early curing process.

SOLUTION

The effects are not detrimental to the product and not usually permanent and will become less apparent with natural weathering and with the passage of time.

PAVESTONE TROUBLESHOOTING HANDBOOK ROCK SALT - CONCRETE



POSSIBLE CAUSES

The break-up of paving surfaces can be due to the use of rock salt, which is generally applied on pathways or access routes. Rock salt should not be used on concrete paving and we state this in our brochure and on our website, most suppliers of rock salt will also state it's unsuitability for the use on concrete and asphalt roads and pathways.

The detrimental effects of rock salt use can be seen clearly over recent heavy winters with the appearance of the unprecedented number of pot-holes on roads across the country.



SOLUTION

Once applied there are no resolutions, although without the further use of salt paving should not deteriorate any more, and in future winters the use of grit or sharp sand is recommended.



Only use grit or sharp sand

Or just let it thaw!

PAVESTONE TROUBLESHOOTING HANDBOOK GET IT DONE RIGHT



“ Hopefully this Troubleshooting Guide will have helped you resolve any installation issues that may have arisen, and pointed you in the right direction with the correct products to get your patio looking how it should be.

You may not have started your landscaping project yet, and have read this guide prior to installation.

If so, I hope this has guided you through some issues you may encounter without care and consideration for your new project.

If you need more helpful tips and information, visit our website and browse through our 'How to' videos.



Mark Brown
Installation Manager
Pavestone UK Limited



Visit www.pavestone.co.uk for everything you need to get it done right!

For more information on the range of Sealers, Cleaners and Restorers visit www.pavestone.co.uk/maintenance



To see the full range of How To videos visit www.pavestone.co.uk/installation/how-to-videos



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Pavestone UK Limited,
Westington Quarry,
Chipping Campden,
Gloucestershire GL55 6EG.

Tel 01386 848650
Fax 01386 849072

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