

Our Quality Commitment

Unilock was the first concrete paver manufacturer in North America to offer a Lifetime Guarantee, and since then we have continued to stand behind it to ensure customers are completely satisfied with our products. With almost 2 billion stones in the ground, that's quite the commitment!

Our products are better and stronger than other brands. In fact, our internal standards of manufacturing in the USA and Canada far exceed industry standards set by ASTM (American Society for Testing and Materials) and CSA (Canadian Standards Association) and other European organizations.



LIFETIME GUARANTEE - RESIDENTIAL

Our Transferable Lifetime Guarantee warranties the structural integrity of Unilock concrete paving stones and retaining wall units when used in residential applications. It covers any structural failure or deterioration of the concrete unit resulting from normal use or from the reasonable application of sodium chloride (common rock salt used for deicing). StoneMark™ products have the same warranties as Unilock paving stones and retaining walls, but cannot be warrantied against damage resulting from de-icing products. Any materials installed and maintained to our guidelines, and subject to normal wear, that prove defective, will be replaced without cost.

Proof of purchase is required. Customers are encouraged to submit receipts to us as soon as their project is complete, using the Unilock Warranty Registration Form on our website (Unilock.com).

Purchasers need to ensure that the product they purchase is appropriate for their intended application; for example, only certain thicknesses of products are appropriate for driveways. Color matching of the replacement product and/or lost time cannot be guaranteed and labor costs related to installing replacement product is not included. Unilock reserves the right to seek a professional diagnosis and opinion to determine the exact cause of the product failure. If the failure falls within our warranty parameters, Unilock will replace the defective product.

EXCLUSIONS – Unfortunately, some things are beyond the control of Unilock, and are therefore not covered by this warranty. These include: naturally occurring efflorescence, hazing from polymeric jointing sand, scratching and chipping resulting from snow removal or construction equipment, damage caused by natural or un-natural disasters, or negligence by anyone other than Unilock. The Unilock warranty also does not cover deterioration or damage as a result of poor design or poor installation practices that are contrary to specifications as laid out by ICPI (Interlocking Concrete Pavement Institute) and the NCMA (National Concrete Masonry Association). For more information please visit www.icpi.org and www.ncma.org. Additionally, please refer to the Maintenance, Color and Installation Advisories.

MAINTENANCE ADVISORY

1. Cleaning and Sealing

As with anything that is outdoors, Unilock products are subject to harsh weather, dust, acid rain, leaf stains, water stains and general wear from foot or vehicular traffic. Therefore, periodic cleaning using environmentally safe detergents designed for cleaning concrete is recommended to maintain a bright, fresh appearance.

To make subsequent cleaning easier and more effective, a concrete sealer can be applied to new or cleaned products to help prevent the penetration of substances that can cause stains.

There are many types of concrete cleaners and sealers on the market. Always read the instructions carefully before using the product to make sure that it will function as expected. Testing first, in a small unobtrusive area, is always a good idea to ensure the results are acceptable. Consult your local hardscape dealer to find the products best suited for your paver or wall installation.

2. Winter Maintenance

Snow removal by way of metal blades on plows or shovels will scratch and chip the surface of pavers, causing permanent damage. To mitigate this risk, metal snow clearing blades must always have a polyurethane or rubber cutting edge attached when plowing pavers.

De-icing Salts – The use of de-icing products on paver surfaces is important for safety and to help mitigate snow accumulation. Most de-icing products

will have some effect on concrete, even if the product label indicates that it is safe on concrete. If you must use a de-icing product, we recommend that you use Sodium Chloride (ordinary rock salt) or Calcium Chloride (for colder climates). Always apply sparingly. The use of de-icing products on StoneMark, wet-cast pavers, slabs or coping may damage the product and therefore is not recommended. Whenever possible use a coarse sand as an anti-slip measure instead of de-icing chemicals.

COLOR ADVISORY

1. Selection

Due to the inherently variable nature of printed materials and digital monitors, Unilock cannot guarantee that products will match the color of printed or online images. Therefore, when making final product selections, decisions should be made based on actual stones which are readily available from Unilock, Authorized Contractors or Authorized Dealers. Most Unilock products are not comprised of a single color, but rather contain blended colors for a more natural appearance. This means that there will be significant color variance from stone to stone, so purchasers should view multiple units together to get a more accurate impression of the overall color. *Note:* Unilock Natural Stone variations are outside the control of Unilock. Purchasers of natural stone must be willing to accept this inherent variability.

2. Pre-installation checking

Always check the label to ensure that the Unilock product delivered to your project is the product and color ordered. If there is

a discrepancy, or if the product inside the packaging doesn't appear to be correct, contact your hardscape dealer before installing any pavers or wall units. If the product is installed, it indicates your acceptance of the products as delivered.

3. Blending

If the project requires more than one bundle of product it's always a good idea to draw product from several bundles when installing, as this ensures that any variation between bundles will be seamlessly integrated in the project. When bundles are from different production runs, random selection from multiple bundles is even more important.

4. Efflorescence

Efflorescence is a naturally occurring process that may appear as a white or light grey powder on the surface of concrete, clay or natural stone. It is temporary, and will disappear over time. However, if it is bothersome, an efflorescence cleaner can be used to remove it. There is no way to predict or prevent efflorescence. Because it does not compromise the structural integrity of the product, it is not covered by Unilock product warranties.

INSTALLATION ADVISORY

1. Construction Residue

While a certain amount of dirt on pavers and walls is inevitable during the construction phase, installers are strongly encouraged to clean as they go as construction residue can embed in the surface and become difficult to remove. The slurry produced during wet-saw cutting is particularly stubborn to clean

if allowed to dry on the surface of pavers. Unilock warranties do not cover stains caused by a failure to remove construction residue.

2. Polymeric Haze

Surface hazing caused by polymeric jointing sand is not the responsibility of Unilock. Polymeric jointing sand should only be installed by an experienced and knowledgeable contractor. Any sand that is left on the surface prior to activation will result in a haze that is very difficult and time-consuming to remove. Only the highest quality, brand name polymeric sand that is guaranteed by the manufacturer should be used.

3. Compaction Damage

Both smooth and textured paver surfaces can be scratched by compaction equipment used to 'flatten' a new paver installation. Therefore, metal plate compactors must be fitted with a polyethylene mat to protect the paver surface from becoming scratched, or a superior option is to use a rubber-roller compactor instead. Damage to product surfaces caused by failure to follow these instructions is not covered by Unilock product warranties.



Visit Unilock.com to register for your Transferable Lifetime Guarantee.