

Wilson Stone FAQ

Will the radius bullnose coping pieces you supplies just fit into place?

No. in many cases they will need to be cut in slightly to allow for marginal error in bond beam of your swimming pool. Some corner pieces and shoulders will also need to be cut in for the same reason.

Why are my pavers starting to go white after being laid?

This is a condition known as efflorescence. It is not confined to Wilsonstone paving and is common in all concrete based products. It can easily be removed by following our special cleaning instructions whiles is part of our laying instructions. Sealing the pavers with a penetrating sealer and allowing for adequate fall of a minimum of 1:50 will all help reduce efflorescence, it is also known that efflorescence disappears over time.

Do I have to follow your paving instructions and use the products you suggest?

We strongly recommend you follow our laying instructions. Our technical department has conducted many trails and we believe this is the best way to lay our products. If you choose not to follow our instructions it may void any warranty claims in relation to our coping and paving.

Can I return unused products for a credit?

Template, specials, radius pieces, corner pieces and custom pieces cannot be returned. Pavers and standard bullnose will only be considered for return if they are a full pallet that has not been unwrapped. Freight will be at customers' expense and a credit will only be issued upon inspection of the returned goods. A 15% handling will also apply. If they are damaged in any way, no refund will be given.

Why don't my pavers sparkle like the samples?

The samples you have seen have been acid washed. This is a process we recommend once your job is completely laid. It essentially removes a very slight layer of cement slurry to expose the sand and silica to closely match the characteristics of natural sandstone. Please refer t your laying and cleaning insurrections for guidelines.

The pavers are lightly different colour to the samples.

Wilsonstone in a manmade product that is designed to resemble characteristics of natural sandstone. Our products continue to cure for up to a few months from manufacture. The samples have also been subject to the natural elements and can take on tonal differences. Acid washing will also bring your pavers closer to colour to the samples but it also may take a few moments for the true colour to be released.

The specials and corner pieces are a different colour to the standard pieces.

All aspects of your order are made at the same time to minimize batch variation. All specials are made a slightly different way to the rest of the coping and may result in minor colour variations when first

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delivered. Some specials are also acid washed prior to dispatch. Once the entire job is laid we recommend acid washing (see laying instructions). Specials and corner pieces may still appear a different shade to the rest of the job for a short period. The elements and natural curing process will bring them all to the same tone within a month or so. We also recommend taking pavers and coping from alternate pallets when laying to compensate possible minor batch variances.

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