

TECHO—BLOC Care Guide





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Need more assistance? Have more questions?

We have a team dedicated to ensuring your satisfaction.

To submit an after-sales support form, please visit: www.techo-bloc.com/client-support

For all other warranty related questions please email clientsupport@techo-bloc.com



A message from our President

Thank you for choosing Techo-Bloc!

Now that your products have been installed, we want to ensure that you are setup and well educated on how to care for your investment so that you can fully enjoy their benefits. Although concrete stones are built to resist outdoor elements and require minimal upkeep, they still need some tender loving care from their owner. To ensure that the beauty of the product lasts, and to avoid any unexpected issues, the secret is simple: take care of them. Prepare them in the fall for winter and get them ready for summer in spring.

I personally have seasonal routines to keep them maintained all year long so that I can benefit from the longevity of my products for decades to come. To avoid organic staining, I sweep away the leaves from my pavement regularly. In areas that are prone to leaves falling, sweep more frequently and perhaps consider using a protectant on your pavers: this will help them be more stain resistant. In the winter, I make it a point not to over salt them as this can burn the product and isn't great for our environment. In the spring, I lightly wash my pavement to remove all the debris and dirt that built-up under the snow over the winter. In the summer, I keep my paving stones neat by simply brooming and rinsing off built-up dirt or

food with a garden hose. A little effort goes a long way and will keep your products looking how they were destined to be.

We take pride in manufacturing the best products on the market, and want you to enjoy your investment to the very fullest. Take a few minutes to read through this guide. It will help you understand what to expect of concrete stones, how to care for them, and what goes into maintaining their beauty and integrity.

We hope you love your products as much as we love creating them.

Sincerely,

Charles Ciccarello

PRESIDENT



A standard of care



The care of high-quality concrete products is similar to that of any product exposed to the elements 365 days and nights per year. Just the way you get your home and yards ready for different seasons, the same applies to paving stones. They too require care. To get the most from your investments, take care of them and they'll take care of you.

It is contrary to Techo-Bloc's SOP (Standard Operating Procedures) to be involved in the care of a mature pavement or retaining structure. Care, as mentioned above, is the responsibility of the owner.

GENERAL CARE

The general care of your hardscape products is minimal, but important. Certain environmental circumstances may involve some additional care, but being consistent with the upkeep avoids more work in the future. Note that concrete is porous. When leaves fall onto your pavers, sweep them off to avoid organic stains. When you see dirt/clay on your pavement, take a minute to hose it off and keep it clean.

Mild cleaning using various household products such as detergents, water and product-specific chemicals is sometimes necessary (like cleaning patio furniture, a vehicle's chrome, plastic, or paint, etc.) to enhance their presence and charm. Protectants of all types are available for additional resistance against acid rain, stains and nature's worst. For questions on industry-specific cleaners and protectants, , you may visit <https://www.alliancegator.com/> or reach out to your local distributor or contractor.

Not a DIYer? Contact a local professional. There are companies that specialize in the care of segmental concrete pavements and retaining walls that can be referred by your local distributor.

CLEANING BASICS

→ HOW OFTEN

Clean your paved area when you see that it is necessary. Again, sweep off leaves regularly to avoid staining. Hose down your pavers to remove any dirt, clay, or debris that have stuck on. When the snow melts, a thorough, overall spring cleaning with a light product shampoo or dishwashing soap works best to get your pavers ready to enjoy.

→ WHAT TO USE

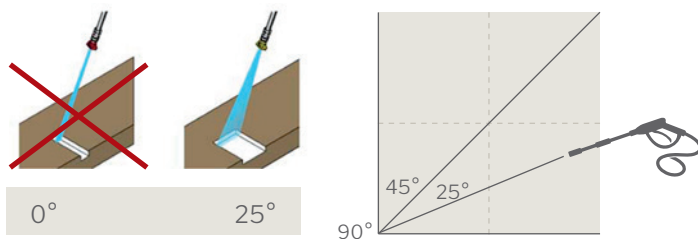
Cleaners are sold for different purposes. For maximum results, be sure to use professional or properly diluted household products. We recommend that you start with the mildest or least invasive cleaner and work your way toward a stronger one. Sometimes two or three applications of a mild cleaner is all you need. If you choose to use an industry cleaner, be sure to read and follow the labels carefully. We recommend Alliance Gator or Flexlock hardscape cleaning products.

→ WHAT TO AVOID

Avoid wire brushes and strong acids like sulfuric and muriatic as this can do serious damage to a concrete paver. Acids should be limited to professional use only.

→ ABOUT PRESSURE WASHERS

The improper use of a pressure washer may permanently etch the surface of your paving stones, steps or retaining walls. Pressure washers should be used by professionals only for the cleaning of your paved surface. The use of a syphon tip is highly recommended. Narrow tips may cause irreversible damage. Consider the use of cleaners and detergents in conjunction with a pressure washer to obtain the best results. Often, cleaning solutions are effective for stain removal and general care with very little water pressure required. Do note that a pressure washer should never be used on Wet Cast products.



Damage caused by the improper use of a pressure washer is not covered by Techo-Bloc's warranty.

DON'T FORGET ABOUT THE JOINTS

The joint or space between paving stones are the most vulnerable area, especially after a new installation. The two most common issues in jointing material are organics and erosion. We recommend that paving stone joints be filled with polymeric sand, joining compounds, or a joint stabilizing protectant on traditional sand joint.

Damp, shaded areas between stones are prone to moss and weed growth. Moss in your joints? Try using 3 parts water to 1 part chlorine bleach to remove it. Apply the mixture with a watering can or siphon sprayer, scrub with a nylon brush and rinse. To minimize the problem, consider professional advice to correct the moisture that encourages the growth of moss. Commercial products do exist that can help remove moss, mold and mildew such as Alliance Gator M3 Cleaner. This product also inhibits new growth.

When using a garden hose to clean the joints of a paved area, direct the hose diagonally at the surface on a 30-degree angle. Never direct the hose parallel to the joints as the strength of the water stream may be too harsh and may dislocate the joining material.

FIREPIT BURNER CARE

The purpose of the fire pit burner sleeve is to provide protection to your concrete product against direct flames within your fire feature.

Although this product is engineered to withstand a certain level of heat, it is possible that the painted surface may experience chipping and rust development over time. This occurrence is not indicative of a defect, but rather a natural effect of exposure to fire.

As a solution, we suggest utilizing a high-quality, high heat enamel spray paint to touch up your fire pit sleeve as needed. This will help to maintain its aesthetic appeal and protect against further deterioration.

Managing stains

How to avoid them, how to remove them.

FOLIAGE AND ORGANIC DEBRIS

Concrete is a porous material that can absorb pigments from leaves, petals and buds from trees/shrubs. Organic stains can be tough to remove if they stay on the pavers beneath the snow or when left on damp surfaces for a period of time. We recommend that you sweep away dead leaves regularly. If you live in an area that is prone to more foliage, consider protecting your paved area.

Using a protectant can make your pavement more stain resistant and easier to keep clean. (See page 10 for more information regarding protectants.) Note that there is no need to use a protectant with Klean-Bloc products as they are already sealed.

Organic Stain Remover also removes mildew, algae, kills moss and tough stains from tannins.

Depending on the product collection, remedies vary. See below our recommended solutions and directions on how to remove organic stains.

→ **WET-CAST/NON KLEAN-BLOC PRODUCTS:** Mix $\frac{1}{3}$ liquid chlorine (pool shock) with $\frac{2}{3}$ water and a small amount of ammonia free dish soap. Add together and mix in a plastic sprayer or bucket.

→ **DRY-CAST PRODUCTS:** Mix $\frac{1}{2}$ household bleach with $\frac{1}{2}$ water and a small amount of ammonia free dish soap. Add together and mix in a plastic sprayer or bucket.

Not sure if your product is
Wet-Cast (Stonedge collection) or
Dry-Cast (Techo-Bloc collection)?

Look out for the following symbols in our
Landscape Catalog and TechoSpec Book.

ⓓ Dry Cast Collection Ⓜ Wet Cast Collection

DIRECTIONS:

- Pre-soak area to be treated and let water absorb into pavers.
- Apply cleaning solution in manageable areas at a time.
- Scrub area with nylon brush or broom. For Wet-Cast, Klean-Bloc or natural stone products, use a microfibre cloth.
- Rinse area and repeat as needed.

NOTES:

- Clean in cool temperatures and out of direct sunlight.
- Always test in a small inconspicuous area.
- Don't allow soap to dry.
- The goal is to remove the stain without harming the surface of the pavers. Therefore, patience and multiple applications may be required.
- **Do not attempt these solutions on Klean-Bloc or natural stone products.** Simply use a mild, diluted dish-washing soap in warm water and a microfibre cloth.

RUST

Some fertilizers contain iron that can leave stains on the surface of your patio. After spreading lawn or plant fertilizer, be sure to sweep the surface of your pavement to prevent rust spots.

Rust stains from steel or iron, such as patio furniture, fertilizer or high iron content water (irrigation) can be removed using professional products such as Gator Rust Remover or household iron removers.

FOOD AND BEVERAGE

Food or beverages (like wine) spilled on the pavement should be removed quickly and the area should be rinsed with hot water immediately. Liquid dish soap or laundry detergent will remove most food and beverage stains on pavers. Mix a solution of the soap or detergent with hot water and gently brush the stain away with a cloth or a soft-bristled brush that you have dipped into the mixture.

OIL AND GREASE

Light oil and grease stains can generally be removed with an application of liquid dish soap. Directly apply the soap to the affected area and let sit for 20-30 minutes, scrub with a nylon brush and rinse with hot water. Re-apply and repeat until the stain is removed. If it is a fresh stain, lightly rub the area with a clean rag or paper towel.

If an area is heavily soiled, a professional product such as Gator Oil and Grease Removal® may be used. Please refer to product instructions.

What you need to know

EFFLORESCENCE AND WHITE MINERAL DEPOSIT

Efflorescence is a whitish residue that sometimes appears on the surface of concrete products.

EFFLORESCENCE CAN OCCUR A FEW DIFFERENT TIMES:

- Present on the pallet upon delivery,
- Immediately following installation,
- A few weeks after installation,
- A few months after installation.

It may appear randomly or in certain areas and will be more pronounced on dark colored pavers and walls. The white haze may give the impression that the color is fading. When wet, the white disappears, and the color of the pavers and walls is enhanced. When dry, the white haze reappears.

Occasionally, the salts from : cement, water, aggregate, and sand (concrete), bedding, base, and soil that are embedded are dislodged by water and transported (via vapor pressure or capillary action) to the surface where water evaporates, and salts are deposited. The deposited salt will dissipate naturally and weather and traffic off.

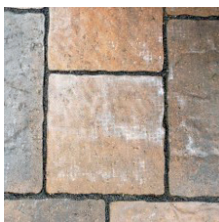
It is common in concrete and other masonry products that contain cement. Typically, efflorescence will stop developing in approximately 90 days but could take 18 to 24 months after the manufacturing process. The concrete is experiencing a natural process which is not harmful to Techo-Bloc products nor is it a defect.

There is no reason to be concerned that pavers and walls are damaged or defective. The concrete products are experiencing a natural process. Some projects experience this more, some experience it less. It is a condition in all cement-based and many other paving products.

Here are some examples of:



Mineral deposits on a wall installation



Mineral deposits on a paver



Efflorescence on a paver

→ TESTING FOR EFFLORESCENCE

A way to test for efflorescence is to wet the surface. If the white residue disappears but reappears when dry, it is water soluble efflorescence. If the deposit is still visible when wet, it may be a different type of mineral deposit like lime or calcium. Those types of mineral deposits (although not detrimental to the product) should be cleaned by or professional grade product.

→ RECOMMENDATIONS

Although Techo-Bloc does not recommend cleaning efflorescence, there are mild removers commercially available through local distributors.

Please note that improper use of efflorescence cleaners can risk damaging the product. This is not a prescribed method advised by Techo-Bloc and it may void your product warranty.

Most cleaners contain acid and detergents, be sure to follow all directions and environmental regulations. Careless or improper cleaning can result in injury, damage and discoloration of the concrete. Always conduct a test in an inconspicuous area or a leftover piece before applying any cleaner to the site. If uncomfortable cleaning this yourself, hire a professional contractor. Refer to your hardscape installer or dealer for referrals.

Recommended efflorescence cleaners: Gator Efflorescence Cleaner® or FlexLock Efflorescence Cleaner®. Concrete product manufacturers are unable to warrant against the presence of efflorescence.

Polymeric sand haze commonly called “poly haze” is often confused for efflorescence. Poly haze is the residue of polymer based jointing sand left on the surface of the pavement typically due to moisture on installation, improper application, or inadequate removal. To determine if it's poly haze use boiling hot water from stove or coffee maker on an inconspicuous unit. The stain will largely dissipate.

WHAT YOU NEED TO KNOW

COLORS

→ WHAT'S THE DIFFERENCE BETWEEN TONES & COLORS?

Products in the Wet-Cast Collection are created using a wet cast manufacturing process to closely resemble the sculpted attributes of natural stone. Natural ingredients are present within the recipe to allow for a range in tones, veining and textures from one stone to another. For an authentic look, each color option is composed of a variety of darker and lighter tones.

→ MINIMIZING VISUAL IMPACT WHEN REPLACING UNITS

Replacing individual units may result in slight variations in color, texture, or finish — this is normal and expected due to natural weathering and manufacturing differences over time. To reduce the visibility of these differences, we recommend placing replacement units in less noticeable areas whenever possible.

Consider installing them:

- In corners or behind furniture
- In low-traffic zones such as under a deck or near a shed

Strategic placement can help maintain a consistent overall appearance.



PROTECTANTS

Applying a protectant to pavers, slabs and walls can help enhance the beauty of your products much like waxing a car.

Doing so can also help make the product be more stain-resistant. However, the quality of Techo-Bloc products are not compromised if a protectant is not applied.

Depending on your environment, it may be a good idea to protect your paved area. While this will not prevent stains, it will make it easier to clean. Think of it as a protective barrier. The stain sits on top of the protectant instead of penetrating into the concrete. Note that you must completely clean off debris and efflorescence off your paved surface before adding a protectant.

Although there are many different types of protectants on the market, there are two categories to remember.

HERE'S A BREAKDOWN:

Penetrating Protectants	Film Forming Protectants
<ul style="list-style-type: none">→ Should be used in areas that are prone to stains, such as a grilling area or pavement surround by trees→ Generally last 5-7 or 7-10 years→ Penetrates deeper into the product if clean and dry→ Better long term choice	<ul style="list-style-type: none">→ For aesthetic appearance→ May enhance product color→ Gives a wet look→ Deepens or darkens color→ Generally lasts 1-3 or 3-5 years→ Does not penetrate deep into the product

WE STRONGLY RECOMMEND THAT YOU HIRE A PROFESSIONAL FOR THE APPLICATION OF A PROTECTANT.

Please consult your protectant manufacturer to find out how soon a protectant can be applied after your pavers have been installed. We recommend looking into Alliance and Flexlock protectants.

Please note that using the wrong protectant stripper can prematurely age the product.

TECHNOLOGIES

We believe that no one should have to compromise between style and durability when choosing landscaping products. This is why we work tirelessly to develop the best pavers, slabs and walls to revive your outdoor spaces. Ensuring they stand up through the test of time through the harshest of climates.

→ THE KLEAN-BLOC REPAIR CAN

Products featuring our Klean-Bloc technology are factory sealed to provide consistent and vibrant color, while offering a complete protection against stains and efflorescence. To clean, simply use water with a broom to scrub away stains and debris.

Applying a protectant to this product collection is not necessary nor is it recommended.

→ THE KLEAN-BLOC REPAIR CAN!

The Klean-Bloc Topcoat Repair Can is a two-part aerosol spray that is specially formulated to provide a durable, color matching repair that is easy to apply. Made specifically to touch up chipped or scratched surfaces of Techo-Bloc products made with Klean-Bloc technology.

This spray topcoat serves to mask the exposed concrete substrate and provide the same stain resistance properties as the factory seal.

Order now:

www.techo-bloc.com/shop/klean-bloc-repair-kit

Using the repair kit:

www.vimeo.com/techobloc/kleanbloc

WINTER CARE

Just like ready-mix concrete and asphalt pavements, Techo-Bloc pavers can be plowed and shoveled. Rock salt (sodium chloride, NaCl) is the least damaging deicer for concrete materials and should be used whenever possible. If a more effective, quicker acting deicer is necessary, consider the judicious use of calcium chloride (CaCl₂). Magnesium chloride (MgCl₂) and CMA are not recommended because they can chemically degrade all types of concrete, significantly increasing potential damage. The potential for damage from CMA increases with the amount of magnesium in the formulation. De-icing salts should be applied sparingly on areas that have snow or ice only (never directly on the product as this can damage the stones over time). Do not use products that contain a blend of chemicals.

When using a contractor for snow removal, it is recommended to verify that their equipment uses Teflon blades or rubber blades to avoid scratching the pavers. For permeable pavements, it is not recommended to use traction aid grit (for slip/skid resistance) as they can scratch the surface of the stones, clog the system and reduce permeability. Wet cast collection pavers can also be plowed and de-icing salted, wet-cast collection slabs cannot.

When preparing your outdoor paved area for the winter season (including the closing of your pool), keeping your products equally exposed to the elements is important. For example, a pool cover installed over a portion of the pool deck (i.e. pool coping and first few feet of paved surface) for months at a time will affect the product's exposure to light, the elements, dirt and debris. This may result in a difference in appearance over time. Uniform exposure to the elements will keep your project looking great for years to come.



TECHO—BLOC

INSPIRING ARTSCAPES



USA

ATLANTA
3259 Powder Springs Rd.
Powder Springs, Ga 30127

CALIFORNIA
805 S. Kilroy,
Turlock, CA 95380

CINCINNATI
9950 Farr CT
Cincinnati, oh 45246

DETROIT
2210 Scott Lake Rd.
Waterford, MI 48328

ILLINOIS
8201 31st St. W
Rock Island, IL 61201

ILLINOIS
101 Serena Ct Minooka,
Minooka, IL 60447

INDIANA
2397 County Rd 27
Waterloo, IN 46793

MARYLAND
6710 Binder Ln.
Elkridge, MD 21075

MASSACHUSETTS
70 East Brookfield Rd.
North Brookfield, MA
01535

MINNESOTA
4375 170th St. W
Farmington, MN 55024

NASHVILLE
3603 Central Pike, Suite B,
Hermitage, TN 37076

NEW YORK
55-65 South 4th St.
Bay Shore, NY 11706

NORTH CAROLINA
5135 Surret Dr.
High Point, NC 27263

OHIO
97 Industrial St.
Rittman, OH 44270

PENNSYLVANIA
852 W. Pennsylvania Ave.
Pen Argyl, PA 18072

PENNSYLVANIA
23 Quarry Rd.
Douglassville, PA 19518

CANADA

MONTREAL
5255 Albert-Millichamp St.
Saint-Hubert, QC J3Y 8Z8

CHAMBLY
7800 Samuel-Hatt St.
Chambly, QC J3L 6W4

OTTAWA
581 Somme Street
Gloucester, ON K1G 3Y3

TORONTO
10 Freshway Dr.
Vaughan, ON L4K 1S3

TORONTO
2852 Cedar Creek Road
Ayr, ON N0B 1E0

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TOLL FREE:
1.877.832.4625

VISIT OUR WEBSITE:
WWW.TECHO-BLOC.COM

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