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## RESIDENTIAL USE

### LIMITED WARRANTY

The warranty applies to concrete landscaping and masonry products (herein referred to as “products”) intended for residential use and manufactured by the Techo-Bloc group.

All Techo-Bloc products comply with applicable standards established by the American Society for Testing and Materials (ASTM) and the Canadian Standards Association (CSA).

Techo-Bloc offers a transferable life-time warranty on its products, commencing on the date of delivery. The warranty covers the structural integrity of the products and any abnormal deterioration of its surfaces that may be caused by the use of rock salt (sodium chloride [NaCl]) for de-icing pavers, slabs or steps, with the exception of Wet Cast collection products, unless otherwise stated.

Techo-Bloc’s warranty excludes any third party products.

### THE FOLLOWING CONDITIONS OR EVENTS ARE NOT COVERED BY THE WARRANTY:

1. Claims regarding the color, size, or texture of a product already installed.  
An installed product confirms the acceptance of the product received.
2. Use of rock salt and transferability of warranty on Wet Cast collection products unless otherwise stated.
3. Splitting, chipping or other breakage caused by impact, abrasion or overloading.
4. Damage or loss caused by the movement or settling of the underlying structure or base components upon which the products are set.
5. Damage or loss caused by design or installation not in compliance with local codes, industry standards or the guidelines provided by the Concrete Masonry and Hardscape Association (CMHA) or Techo-Bloc.
6. Damage or loss caused by natural disaster, including but not limited to, earthquakes, floods or other similar events.
7. Acts of negligence or misuse by the owner, installer or any third party.
8. Color matching to printed representations.
9. Efflorescence, polymeric haze or construction-born residue. (See the important information section for terminologies)
10. Damage or loss caused by the operation of compaction or snow removal equipment.
11. Normal wear and tear and normal behavior, such as variation in colors or shades.

In the event of product failure within the scope of this warranty, Techo-Bloc will replace the affected units only, following a site inspection and assessment of the products by Techo-Bloc or its representatives. Techo-Bloc’s responsibility is limited to the cost of the product only and not to the costs related to the installation or replacement of said products.

Note that replacement pieces may show noticeable differences in color, texture, or finish. These variations are a natural result of using materials from different manufacturing batches and are not considered defects and therefore are not covered under the Techo-Bloc warranty.

Techo-Bloc will honor this warranty only with a proof of purchase, such as an invoice or delivery slip.

# IMPORTANT INFORMATION

## A STANDARD OF CARE

The care of high quality concrete products is similar to the care of any product left in the environment 365 days and nights per year. Very mild cleaning using detergents, water and product specific chemicals is necessary and similar to cleaning patio furniture, a vehicle's chrome, plastic, or paint, etc. in order to enhance their presence and charm. Protectants of all types (high, middle, and low sheen, pigmented/tinted, penetrating or film-forming) are available for additional protection from acid rain, stains and nature's worst. To get the most from your investments take care of them and they'll take care of you.

For any questions on industry-specific cleaners and protectants, see your local hardscape dealer, contact your contractor, contact us or search online.

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

CMHA disclaimer: "In areas where segmental retaining walls will be repeatedly exposed to snow (such as from plowing operations) consider periodically applying sealants or water repelling chemicals (silane or siloxane compounds) to the wall surface."

## COLOR

Due to the inherent nature of printed literature and current digital media, Techo-Bloc cannot guarantee specific color matching to printed representations of its color swatches.

Each color option is composed of a variety of darker & lighter tones. Natural ingredients such as granite are present within the recipe to allow for a range in tones, veining and textures from one stone to another. Therefore, colors samples shown are approximate representations of our standard colors and actual product colors may vary.

Final color selection should be made at your local dealer from stocked product. Techo-Bloc always recommends immediately verifying the product and colour upon reception. If there are any discrepancies, contact your local dealer before continuing your project. Installation of the product constitutes your acceptance of the product as is.

## EFFLORESCENCE

This warranty does not apply to efflorescence. Efflorescence is a naturally-occurring process in all concrete products which sometimes appears in the form of a white powdery film on the pavement surface. Efflorescence is more perceivable in darker colors such as Onyx Black and Chocolate Brown as there is a higher level of contrast than with other blended colours. It does not, in any way, compromise the functionality or the structural integrity of the product. Although efflorescence cannot be prevented, it will wash off over time or can be cleaned with efflorescence cleaner. Techo-Bloc accepts no responsibility or liability for this condition.

## POLYMERIC HAZE

Polymeric haze from the use of polymeric joint sand may appear on your concrete products if the sand was not removed from the surface of the paver properly. This does not, in any way, affect the integrity of the product or your installation. The hazing will weather away naturally with time and rain. It can be removed with a specialized cleaner; you are advised to contact your contractor or the polymeric sand company used for instructions & recommendations. Techo-Bloc accepts no responsibility or liability for this occurrence.

## CONSTRUCTION RESIDUE

A by-product of cutting with a saw is residue-filled water or concrete dust. Residue filled water or re-hydrated dust can cling to the surface and leave a concrete stain. It is recommended to wash and remove the water or concrete dust from the surface of the pavers before it dries. Construction residue can also happen through soil disturbance or environmental elements. These contaminants should be removed immediately but do not affect the integrity of the product or your installation. Techo-Bloc accepts no responsibility or liability for these occurrences.

## PROPER COLOR DISTRIBUTION AND LAYING TECHNIQUES

Proper installation enhances the overall color of pavement. Units should be randomly picked from at least two pallets when installing. This creates an attractive and subtle blending of color.

## COMPACTOR AND SNOW REMOVAL EQUIPMENT

Pavers with an embossed surface (high and low points) are more susceptible to scuff marks from vibratory plate compactors used in most concrete paver installations. Techo-Bloc recommends the use of a urethane mat between the plate and the paver surface during compacting. Contact your equipment supplier for more information about accessories for this purpose. Also, snow removal equipment should have the proper spacing, bumpers, and rubber blade guards to protect the surface of the pavers. Techo-Bloc is not responsible for damage caused by the misuse of compaction or snow removal equipment, which may leave scuff marks, or burns on pavers.

### NOTE:

For industry information about efflorescence, polymeric haze or information pertaining to installation specifications, please visit [www.icpi.org](http://www.icpi.org) or [www.ncma.org](http://www.ncma.org).

### INSTALLATION GUIDES:

The installation diagrams are only a guide or a reference and cannot cover all possible situations. Therefore, Techo-Bloc declines all responsibility regarding the applicability of the installation diagrams with regards to any specific site. The customer is fully responsible for product installation and Techo-Bloc recommends the use of qualified professionals, such as an architect, a master contractor or an engineer who will be able to customize the installation diagram to the specific site conditions.

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## COMMERCIAL & PUBLIC USE

### LIMITED WARRANTY

The warranty applies to drycast concrete landscaping and masonry products ("products") manufactured by Techo-Bloc and intended for institutional, commercial or industrial use. Does not apply to Wet Cast collection products. All Techo-Bloc products comply with and surpass current applicable standards established by the American Society for Testing and Materials (ASTM) and the Canadian Standards Association (CSA).

Techo-Bloc warrants its products against these standards for a period of five (5) years commencing on the date the products are delivered to the job site. The warranty covers the structural integrity of the products and any abnormal deterioration of its surfaces that may be caused by the use of rock salt (sodium chloride [NaCl]) for de-icing pavers, slabs or steps.

The warranty applies on the condition that the plans and specifications of the project have been prepared by a qualified professional.

Techo-Bloc's warranty excludes any third party products.

### THE FOLLOWING CONDITIONS OR EVENTS ARE NOT COVERED BY THE WARRANTY:

1. Claims regarding the color, size, or texture of a product already installed.  
An installed product confirms the acceptance of the product received.
2. Splitting, chipping or other breakage that could be caused by impact, abrasion or overloading.
3. Damage or loss caused by settling or other movements or failure of the structure or other components to which the products are set upon.
4. Damage or loss caused by design or installation not in compliance with local codes, industry standards or the guidelines provided by the Concrete Masonry and Hardscape Association (CMHA) or Techo-Bloc.
5. Natural disaster, including but not limited to, earthquakes, floods or other similar natural disasters.
6. Acts of negligence or misuse by the owner, installer or any third party.
7. Color matching to printed representations.
8. Efflorescence, polymeric haze or construction-born residue.
9. Damage or loss caused by impacts by compaction or snow removal equipment.
10. Installation of Wet Cast collection products in a commercial, industrial or institutional setting destined for public use.

In the event of product failure within the scope of this warranty, Techo-Bloc will replace the affected units only, following a site inspection and assessment of the products by Techo-Bloc or its representatives. Techo-Bloc's responsibility is limited to the cost of the product only and not to the costs related to the installation or replacement of said products.

Note that replacement pieces may show noticeable differences in color, texture, or finish. These variations are a natural result of using materials from different manufacturing batches and are not considered defects and therefore are not covered under the Techo-Bloc warranty.

Techo-Bloc will honor this warranty only with a proof of purchase, such as an invoice or delivery slip.