

Stepstone, LLC

Excellence in Precast Concrete since 1963

PALLET TAG IMPORTANT: READ

USE CONSTITUTES ACCEPTANCE: Your installation of the stepstone product implies you have accepted the product "as is". Your concrete product is made with natural materials: cement, sand, aggregate, color and water. Slight hairline cracks and minor chipping are not uncommon in concrete. This does not indicate that the product is defective.

SHIPPING: Inspect the material upon receipt. If the delivery is not what you ordered contact stepstone or your dealer right away. If for any reason you believe the concrete products to be defective, do not install. In instances of damage, document any damage with the shipping company on the shipping documentation. Provide photographs when possible. Contact your Stepstone, LLC salesperson. Stepstone, LLC is not responsible for claims arising from the installation of defective product or damaged that occurs after acceptance of material. After installation, no returns will be authorized. No request for payment or re-installation will be considered.

STORAGE: Material that needs to be stored for long lengths of time should be checked regularly for condensation, moisture and curing spots. Concrete is a natural material it absorbs water. Rain-water or moisture infiltration could affect the appearance of the product if it is left exposed to the weather.

COLOR: Some variation in color is expected and gives the product a "one-of-a-kind" appearance. For best results distribute variations throughout the installation. Color will soften 10%.

CUTTING: if you cut the product, immediately remove the slurry or cementitious dust produced, otherwise it will bond to the concrete. This is non-removable and will change the color and the finish. When cutting reinforced products care should be taken to protect any exposed reinforcing from the elements after cutting/drilling.

CLEANING: Mild detergent/soap and water will clean most dirt from the product. If a stronger cleaner is needed, next try vinegar or there are many concrete cleaners available. Whatever cleaner you choose we recommend testing it on extra material or in a small area that is not noticeable before using it throughout. Do not pressure wash or use muriatic acid or wire brushes.

SEALING: Concrete is a porous material. Concrete sealers will help protect against spots and blemishes; but its effectiveness may vary with climate, location, and water hardness. Test your product with sealer on a small area before applying throughout. Follow manufacture recommendations. Stepstone, LLC accepts no responsibility for surface changes after sealers have been applied.

EFFLORESCENCE: Efflorescence is the white powdery substance that may show up on the surface of concrete. It is caused by moisture movement through the paver (from ground up) bringing soluble salts to the surface of the concrete. Efflorescence cleaners can be found at local building supply stores. We suggest testing a small area first. Stepstone, LLC takes no responsibility for efflorescence as it is a natural occurrence.

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stepstoneinc.com

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