

PRODUCT CARE & MAINTENANCE

CLEANING & SEALING

Like most outdoor surfaces, concrete should be cleaned routinely. General maintenance to remove dirt and dust can be performed using a stiff brush, broom or high pressure hose. For stubborn stains, chemical-based cleaning products may be required.

Most SVC Urban products are used in external applications, and can be impacted by weather conditions and vandalism. To assist with the maintenance and longevity of products when exposed to the elements, we highly recommend that all our products should be treated with an appropriate sealant.

Concrete products that are installed with attached timber components or in close proximity to timber structures should definitely be sealed. Often, timber that is not properly weathered or sealed will bleed during periods of rainfall, leaving unsightly tannin stains on concrete. For certain applications, an anti-graffiti sealer should also be considered.

SVC are accredited sealing applicators and offer pre-sealing on all our products. The sealing process is completed in our factory prior to dispatch of products.

Note: All cleaning and sealing that involves the use of chemical agents should be carried out by experienced professional contractors. Use of the incorrect cleaning solutions or techniques may cause irreparable damage to the product.

STAIN REMOVAL

When stains occur, it is best to treat the stain as soon as possible to prevent deep seepage into the concrete. Application of a **penetrating sealer** helps to lessen the spread and seepage of stains. A sealed concrete surface will also be slightly water-resistant, making it easier to keep clean.

Common stains include animal droppings, leaf and timber tannins and stains from spilled food or drink. Different types of stains will require different cleaning products. Where chemical-based cleaning agents are required, we recommend you seek the services and advice of a professional cleaning contractor.



This concrete surface was sealed with a penetrating sealer, making it resistant to liquids.



Untreated timber can often lead to unsightly tannin stains on concrete.



The stubborn buildup of dirt and grime on these pavers can be removed by an experienced cleaning professional.

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TRANSPORT & HANDLING

Proper handling and lifting of concrete products is essential to avoid potential damage during transportation. SVC utilises experienced crane truck delivery drivers who are extremely well-versed in the delivery and unloading of our concrete products.

Where separate transport has been organised, it is important for all products to be packaged appropriately for transit. Padding should be used where required between products and edges to prevent any chipping from bumps or unwanted contact.

Many types of lifting tools and techniques are available. For detailed instructions on product handling and the appropriate tools and techniques required for your project, please refer to the **SVC Product Lifting Guidelines**.



Products must be properly secured with edges protected during transportation.

ON-SITE STORAGE

To avoid potential damage from ongoing works on site, we often recommend to book in the delivery of products only when the site is ready for installation. Prior to this, SVC can provide storage on our premises for safekeeping.

Products that are left unattended on site are prone to weather conditions as well as accidental damage from on-site construction. Once on site, products should always be left in their original state on the pallets, until they are ready to be installed.



Products must be kept packaged in their original state until time of installation.

PATCHING & REPAIRS

Despite the utmost care being taken to protect products on site, unfortunate circumstances can lead to small chips or cracks in concrete products. For situations like these, SVC can organise a maintenance team to travel to site for patching and small repairs.

While patching does help to repair small chips and cracks, it is important to note that a patched area of concrete will never look as pristine as the original, undamaged product.

Should you require any assistance with a damaged product, please contact our team at **sales@svc.com.au**.



SVC's maintenance team can repair small chips or cracks in products on-site.