

CLEANING & STAIN REMOVAL

The application of a penetrating sealer will often help to lessen the spread and seepage of stains into a concrete surface. A sealed concrete surface will also be slightly water-resistant, and easier to keep clean.

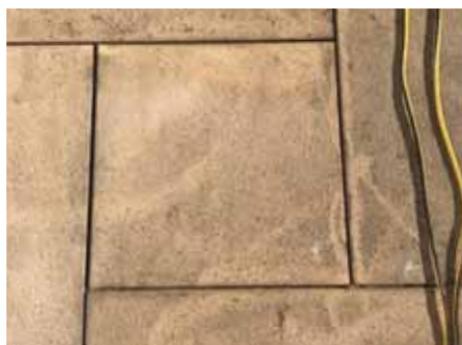
Often, concrete products that feature timber components are stained by timber tannins, as rainwater washes the tannins out of the timber. This is particularly prevalent in cases where the timber is not properly weathered or sealed before getting affixed to the concrete.

Like most outdoor surfaces, concrete should be cleaned routinely. The sooner a stain is removed, the better.

Depending on the type of stain, specific cleaning agents will be required. We recommend that all cleaning and sealing should be carried out by experienced professional contractors, as use of the incorrect cleaning solutions could potentially cause irreparable damage to the product.



Untreated timber can often cause unsightly tannin stains on the concrete components beneath.



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

PATCHING & REPAIRS

From time to time, unfortunate circumstances can lead to small chips or cracks in concrete products.

We understand that despite the utmost care being taken to protect products on site, these things can happen. In times like these, SVC can organise a maintenance team to travel to site for patching and small repairs.

It is important to note that while patching does help to repair small chips and cracks, a patched area of concrete will never look as perfect 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 after product has been installed on site.

SEALING

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

Concrete products that are installed with attached timber components should definitely be sealed. This is to reduce the impact of timber tannins that can stain the concrete. An anti-graffiti sealer should be considered for certain applications.

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.



This concrete surface was sealed with a penetrating sealer, rendering it water-resistant.

TRANSPORT & HANDLING

If not handled correctly, it is possible for products to get damaged whilst in transit. SVC utilises experienced crane truck delivery drivers, and our product pricing typically includes delivery and unloading of product.

Where separate transport has been organised, it is important for our products to be packaged appropriately for transit, with padding in between products and edges to be protected from strapping. When lifting products, we recommend the use of nylon slings, not chains.



Products must be properly secured and edges protected during transportation to site.

ON-SITE STORAGE

To avoid potential damage from ongoing works on site, we often recommend to book in delivery of products only after 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 in their original state on the pallets up until it is time for installation.