



Buying Mirage Sawn Sandstone is a little bit different than buying man made products and London Stone would recommend all customers read the following

Mirage Sawn Sandstone will contain blemishes, veining, small chipping (to the corners and sides) and small holes, all of which are natural characteristics of stone. These are positive characteristics and will enhance the appearance of stone. Speak to a member of the sales team for more information.

Always order an additional 10% to allow for wastage, cuts and the occasional piece which you may not like the look of.

All natural stone will vary in colour, texture and natural markings. A small sample will not give an accurate reflection of how your finished patio will look. We strongly recommend a visit to our showroom and advise you to view as much stone as possible. We can also arrange visits to our depot to view current stocks by appointment. Additionally, we are able to provide full sized samples at an additional cost. Speak to a member of our team who will happily advise you.

London Stone will not give a refund or exchange stone on the basis of variation in colour, texture or natural characteristics.

We strongly recommend that Mirage Sawn Sandstone is sealed prior to installation. This can be done on site by your own contractors or alternatively, stone can be provided pre-sealed by London Stone for an additional cost. All samples provided are unsealed, unless otherwise stated. Sealing is a straight forward process and we are happy to advise on supply and installation. We also recommend that a small quantity of sealant is purchased in order to seal the pointing material after installation. This can be done with a small paint brush.

Even when sealed, the Mirage Sawn Sandstone will mark easily when exposed to the elements and normal usage, making it one of our more high maintenance products. This is due to the granular surface texture of the stone which traps general dirt and grime, footprints etc. Whilst sealing the stone will help to prevent it from becoming permanently stained, it will not prevent marks from appearing and you will generally find that the use of a jet-wash (possibly in conjunction with a cleaning agent) is necessary to remove them. Please see the Cleaning & Maintenance Guide or ask a member of our sales team for further information.

Before applying any cleaning agents, acids, acid based cleaning products, sealants or any chemicals to natural stone ALWAYS seek professional guidance.

If you have any special circumstances in your property such as damp conditions, high traffic, pets or excess amounts of vegetation please speak with a member of the team to ensure the chosen product is suitable for the conditions.

Mirage Sawn Sandstone is subject to dimensional tolerances of +/- 2mm.

Mirage Sawn Sandstone cannot be butt jointed. We recommend a minimum gap of 5mm



Your natural stone, like any other part of your garden or home, requires some periodic maintenance to keep it in tip top condition, however this need not be time consuming or expensive. We have put together this guide to give you all the information you need to know.

PLEASE NOTE:- The following is a guide only. The iron and mineral content of natural stone can vary and therefore all chemicals must be tested on a small, inconspicuous area prior to full treatment. Always seek professional advice before applying any product to your natural stone.

London Stone strongly recommend that Mirage Sawn Sandstone is sealed with DRYTREAT 'STAIN PROOF' prior to installation. This will help to protect against staining during the installation process, offer some protection against efflorescence, and help to make the general maintenance of the stone much easier. For best results, sealing work should be carried out by a trained technician. Please let us know if you would like further information or a quotation for our pre-sealing service so that your stone can be delivered to site sealed by an expert and ready to install.

Please note:- Sealing the stone will not prevent marks from appearing, it will simply make it much easier to clean in comparison to unsealed stone. A jet-wash and possibly cleaning agents will still be required in order to clean the stone. See the document 'Important Information about Sealant' for further information.

If you are sealing your stone after installation, you will need to wait for around 5 weeks after installation before you attempt to apply the sealant. This will give some time for any efflorescence to become apparent so that you can deal with it before you apply the sealant. Efflorescence is more likely to occur within the first few weeks, however it can appear at any time. Sealant should not be applied to stone which is showing signs of efflorescence.

When sealing stone which is already installed, it is imperative that you only do so when the stone is clean and completely dry. Sealing stone which is already laid should not be carried out during the winter months as the climate is too cold and damp and the sealant will fail. Although the stone may appear dry on the surface during the winter, it is very likely to be damp underneath as moisture is drawn up through the stone from the ground. You must be sure that the stone is bone dry, all the way through, before attempting to seal outdoors. This will mean waiting for a period of warm, dry weather.

It is advisable to purchase a small quantity of additional sealant in order to seal the pointing material after installation is complete. This can be done with a small paintbrush.

Brush the stone regularly with a stiff brush to remove any dried mud or dirt and prevent the accumulation of detritus in the joints. Leaves and other organic matter can leave a mark if allowed to decompose on the surface of the stone so it is important to ensure that any falling leaves are brushed away regularly.

Clean the stone as and when required (usually once or twice per year) with LITHOFIN 'OUTDOOR CLEANER'. This is a general cleaning agent and will also help to remove algae, light cement stains, organic stains, light efflorescence, picture framing and many other stains and marks. Always test cleaning products on a small area prior to full application. Before cleaning, sweep the stone to remove any loose dirt or detritus which could act as an abrasive agent when moved around the surface of the stone by the water jet. Then, following the instructions on the bottle, spray the product onto the stone, leave for up to 4 hours and then rinse clean with a jet-wash. This process may need to be repeated for stubborn marks. When using the jet-wash, be sure to select a medium pressure and hold the nozzle at least 500mm away from the surface of the stone in order to prevent the water jet from etching it.

For stubborn cement residue, a product called LITHOFIN 'BUILDERS CLEAN' can be used. As always, test the product on a small area prior to full application. Dilute the product as per the instructions on the bottle, apply evenly to the surface of the stone and scrub with a stiff deck brush, then rinse clean with a jet-wash. This process may need to be repeated for stubborn marks. When using the jet-wash, be sure to select a medium pressure and hold the nozzle at least 500mm away from the surface of the stone in order to prevent the water jet from etching it.

Please note:- Take care during the installation process to clean any cement or mortar off the stone as you go. Cement can become lodged in the pores of the stone and, if allowed to go off, can be incredibly difficult to remove even with the use of cleaning products.



London Stone

Important Information about Sealant (Dry Treat 'Stain Proof')

The following information relates to Dry Treat 'Stain Proof' sealant. If you are using another sealant product supplied by London Stone please ask a member of our team for further information. If you are using a sealant purchased elsewhere, please refer back to the supplier for advice.

- Sealing your stone will make general maintenance much easier and will help to prevent staining in most instances, however it will not make the stone 'self-cleaning'. Marks will still appear on the surface of the stone, the sealant will simply mean that they are easier to clean off in comparison to unsealed stone. The use of a sealant will not completely eradicate the possibility of staining and it definitely won't eradicate the need for a proper cleaning regime.
- Sealing stone prior to installation will help to protect against efflorescence (a white 'bloom' which appears on the surface of the stone after installation as a result of salts from the bedding layer travelling through the stone to the surface). Sealing prior to installation will not completely eradicate the possibility of efflorescence occurring, however it will reduce the risk significantly in comparison to unsealed stone.
- Dry Treat 'Stain Proof' coats the particles of the stone, helping to prevent spillages and dirt from causing a permanent stain. The pores of the stone and small cavities on the surface are still open and so dirt will still collect here, remaining in place until it is cleaned off. This means that, even if your stone is sealed, you may still require the use of a jet-wash and possibly cleaning agents to remove general dirt and grime from the stone as opposed to brushing alone.
- To remove marks from sealed stone will require a mechanical action (for example, a brush, jet-wash, emulsifying pad etc.) and/or a chemical action (cleaning agents). Which method you use will depend on the type of stone you have and the mark in question. Please refer to your Cleaning & Maintenance Guide for further information or feel free to contact our sales team.
- The paving should not be jet washed within 4 weeks of sealing as it could compromise the sealant or damage the stone.