

Here's how Clearstone works

8 steps we take to plan, manage and complete your project

1. Site assessment, consultation and quote

We will visit your home, discuss what you need, and measure the area to be surfaced.

You'll be able to choose which resin bound natural stone colour and finish you want from the large sample boards we'll bring with us.

If your driveway requires groundwork before we can surface it, we will:

- if necessary produce a CAD drawing from the measurements taken.
- Explain what is involved in preparing the correct sub-base for a resin bound surface, and:
- Conduct a pre-installation site survey which includes a health and safety risk assessment.

With this information, we'll prepare a comprehensive written quotation, outlining the schedule of work and costs involved, which will be emailed or posted to you.

This will specify:

- the price.
- what works we will carry out.
- which materials we will use.

Upon acceptance of our quote:

- we require confirmation from you that you agree our price and terms of installation - we will attach our T&Cs with the deposit invoice email.
- take a deposit by cheque or bank transfer.
- agree a start date [subject to weather conditions].
- send you our groundwork specification, if you are undertaking this work yourself.

In all cases we take a deposit.

2. Project plan

Once you accept our quote, and have paid a deposit, we will:

- book in a suitable date to do the work and confirm access arrangements.
- confirm and order materials

3. Prior to commencement of work

We will send you documents which outline **your responsibilities**:

Doc A: Groundwork undertaken by Clearstone:

Customer requirements before Clearstone or its contractor arrive on site to commence groundworks i.e. location of underground cables.

Doc B: Groundwork undertaken by customer:

Customer requirements before Clearstone arrive on site and day of installation i.e. quality of tarmacadam or concrete base and curing times and edging upstands.

Doc C: Resin bound installation:

Overview of customer requirements and day of installation. i.e. weather and parking, drying time and aftercare etc.

Doc D: Notice to neighbours: for owners of dogs and cats and other free roaming animals (and postmen)

4. Starting work: preparation

We may need to do minor works, for instance: clean down existing surface, grind edges and if you want us to inset new recessed drain covers or acco drains.

If new groundwork is require, we will bring in our diggers to prepare the ground so we can level it and install the foundation.

We will always try to minimise the disruption and inconvenience throughout the installation.

5. Pouring the resin bound mixture

At this point, we like to run through the installation details with you and reconfirm the points of design. This ensures we've got everything doubly clear before we lay your driveway, path or patio.

We pour and hand-trowel down the resin bound mixture.

6. Drying time

The resin generally takes 6-12 hours to dry, depending on the air temperature, so there will be a wait before you can walk on it and up to 24 hours before you can drive on it.

7. Installation completion and looking after your new resin bound surface

When we have completed your resin bound installation and you are satisfied with the surface and workmanship we will ask you to sign a **customer satisfaction letter**.

You can safely clean your new surface with a power-washer but you do need to be careful. Our **Aftercare and Maintenance Guide** details how you should look after your new surface.

Do make sure you read this aftercare advice. Because our guarantee is only valid if you have looked after your new resin bound surface properly.

8. Rock-solid quality assurance with BBA-approval

We ensure the quality of your resin bound surface by handling every part of the process, from manufacture to installation. If anything goes wrong, we put it right. It's that simple.

If you have any enquiries call our technical team on 01273 358177

