As a family-owned business, Eagle Bay operates on a unique set of values. Trust means everything to us, and we earn it by offering the finest products and services. We understand that we’re not just making hardscape products, we’re creating peace of mind.
WHAT ARE THE SOURCES OF SALTS?
Water-soluble calcium hydroxide (salts) can come from many possible sources. The most common salts are carbonate, sulfate, and chloride compounds. These salts can naturally occur in cementations-based concrete and masonry materials. Salts can also be present in admixtures, groundwater, and the environment.

DOES MY LIFETIME WARRANTY COVER EFFLORESCENCE?
No, Eagle Bay does not guarantee against the appearance of efflorescence as it is a natural occurrence in all concrete products. We do include admixtures to help minimize the potential for efflorescence.

HOW DO I REMOVE EFFLORESCENCE?
Deposits may be removed from the concrete paver surface by using proprietary efflorescence removers. Before purchasing or applying any chemicals to remove deposits, please consult your local Eagle Bay dealer for efflorescence removal chemicals such as Techniseal shown below. We recommend that you give your pavers one full cycle of weather changes (fall, winter, spring, and summer) to allow any efflorescence to come off on its own. Efflorescence stains also tend to fade over time.

WHAT IS EFFLORESCENCE?
Efflorescence refers to a blotchy, white, powdery or crystalline substance that appears on the surface of concrete and masonry materials. It is composed of water-soluble calcium hydroxide (i.e., salts) that is originally present in cementitious materials and that deposits on the surface. Efflorescence occurs sporadically, and it is difficult to predict when and if it will occur and to what severity.

HOW DOES IT OCCUR?
For efflorescence to occur, two simultaneous conditions must exist.
1. Water-soluble calcium hydroxide must exist in ample quantity within the concrete.
2. A source of moisture penetration must exist and be in contact with these salts for a sufficient amount of time.

For brand-new projects, efflorescence can occur as a result of the migration to the surface of moisture and internal leaching of salts from within the product (as opposed to moisture from an exterior source).

IS IT HARMFUL?
Although unsightly and a nuisance to remove, efflorescence is not harmful, nor does it affect the structural integrity of the paver or wall block.

FREQUENTLY ASKED QUESTIONS:

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TECHNISEAL EC EFFLORESCENCE CLEANER
A phosphate-free product, this special formula dissolves efflorescence (whitish salt) and remove ground-in dirt (traffic marks, etc.) on pavers, slabs and retaining walls made of concrete. Containing no hydrochloric (muriatic) acid, it works deep without discoloring or damaging the surface. It brightens up the color, cleans evenly and enables PROTECTORS to better penetrate the material. Techniseal adaptable SPRAYER (sold separately) makes application easier and quicker.

QUESTIONS? EAGLE BAY CUSTOMER SERVICE IS STANDING BY.
800-321-9141 DELIVERY@EAGLEBAYUSA.COM