

RETAINING WALLS & PAVERS

style and function





BEAUTIFUL PRODUCTS

with enduring style

Our range of coloured, standard and premium masonry have set a new standard in quality and style for the versatile concrete block.

By adding oxides and coloured sands to our mix of raw materials, we produce blocks with contemporary colours, textures and appeal. Ideal for a range of projects from a modern beach residence to impressive commercial projects Austral Masonry has an array of products to suit your style.

Austral Masonry blends fine sand, cement, aggregate and quality colouring agents to produce unique coloured blocks. Having long been the workhorse of the construction industry, our products are frequently specified in cutting- edge residential and commercial designs due to their strength and versatility.

Part of the Brickworks Building Products Group, one of Australia's largest and most innovative building product manufacturers, Austral Masonry is part of a group of manufacturers which includes other industry leading brands such as Austral Bricks, Bristle Roofing, Austral Precast and Auswest Timber.

CONTENTS

style and function

03 *Austral Masonry Landscaping Products*

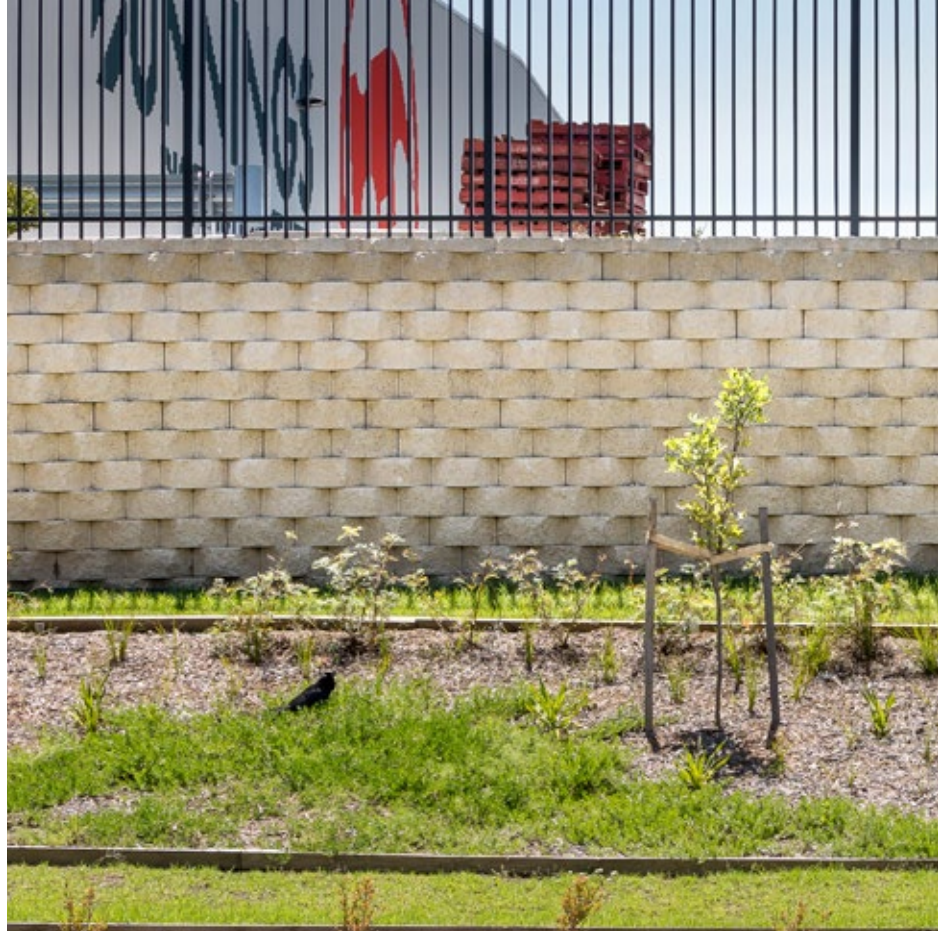
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*Inspired by
design*





BRIBIE

simple yet distinctive

These light weight blocks are the ideal solution to add style to your landscaping project with the greatest of ease. The simple design of this unit has been created to offer flexibility in applications from long winding garden beds to those that feature curved corners.

Applications

Maximum wall height: 360 mm

Straight walls

Curved walls

Minimum circle: 18 blocks

Minimum radius to inside: 450 mm



Limestone



Sydney Blend



Oak



Charcoal



Standard Unit

Size: 190 L x 100 W x 120 H mm

Weight (each): 4.5 kg

Blocks per lineal metre: 5.25

ARRINASTONE

elegant style

These light weight blocks provide an easy way to create a practical outdoor space in your garden. The clean sharp lines provide a contemporary finish that will be the envy of the street.

APPLICATIONS

Maximum wall height: 600mm

Straight walls

Corners

Steps



Paperbark



Nougat



Hawkesbury Yellow



Charcoal



Standard Unit
Size: 300L x 200W x 150H mm
Weight (each): 12.8kg
Face Area: 22.2 units per m²



Right Corner
Size: 350L x 200W x 150H mm
Weight (each): 13kg



Left Corner
Size: 350L x 200W x 150H mm
Weight (each): 13kg



VALLEYSTONE

versatility and style

From creatively designed paths and courtyards, to naturally textured garden retaining walls. The Valleystone system offers a versatile design, enabling curves to be built with ease, as well as stairs and straight walls.

APPLICATIONS

Maximum wall height: 800mm

Steps

Straight walls

Curved walls

Minimum circle.

22 Blocks based on 1m radius

12 blocks based on 570mm radius

Minimum Radius.

Top course: 570mm

Bottom course: 1000mm

style and function



Nougat



Hawkesbury Yellow



Charcoal



Angled Unit

Size: 295L x 203W x 125H mm

Weight (each): 13kg

Face Area: 27.1 units per m²



Straight Sided Unit

Size: 295L x 203W x 125H mm

Weight (each): 14.9kg

Face Area: 27.1 units per m²

SYDNEYSTONE

Contemporary and stylish

The Sydneystone blocks are available in three colours and our standard split face finish with chamfered edges at the top and both sides. Whether you're building a straight or curved wall, Sydneystone offers a great solution for a clean and contemporary dry stacked retaining wall.

Applications

**Maximum wall height: 800mm
(3 m when engineered)**

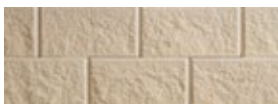
Straight walls

Curved walls

Corners

Steps

Min radius: Approx 1,200 mm



Nougat



Truffle



Charcoal



Standard Unit
Size: 390 L x 245 W x 200 H mm
Weight (each): 21 kg
Face area: 13 units per m²



Corner Block
Size: 340 L x 140 W x 200 H mm
Weight (each): 20 kg
Available in right and left
(right shown)



Capping Unit
Size: 390 L x 245 W x 90 H mm
Weight (each): 16 kg
2.56 per lineal metre

HASTINGS

rich, natural colours

In hues of Charcoal, Alpine, Sepia and Beach, Hastings is available in a colour to suit your next landscaping project. Each product contains natural tones to create a realistic and appealing finish to each block. Structurally sound and perfect for the 'do it yourself' weekend warrior, the Hastings Retaining Wall Blocks require no mortar, and are virtually maintenance free.

APPLICATIONS

**Maximum wall height: 800mm
3m when engineered. (Please refer to
Technical Manual)**

Straight walls

Curved walls

Corners

Steps

Min Radius: Approx 1200mm



Sepia



Beach



Alpine



Charcoal



Wall Block

Size: 390L x 245W x 200H mm
Weight (each): 21.5kg
Blocks per m²: 1 m² wall
= 13 blocks m²



Corner Block

Size: 340L x 140W x 200H mm
Weight (each): 20kg
Available in left or right
(Right-hand corner block shown)



Half Cap

Size: 195L x 245W x 90H mm
Weight (each): 9kg
Half Caps per lineal metre: 5.13

VINTAGESTONE

The stylish, robust retaining wall system

Vintagestone offers the structural robustness of an interlocking pin system, with elegance and durability. Vintagestone offers a solution for walls up to 12 metres when suitably designed by an engineer.

Applications

**Maximum wall height: 800 mm
(12 m when engineered)**

Straight walls

Corners

Steps



Hawkesbury Yellow



Standard Unit
Size: 455 L x 315 W x 200 H mm
Weight (each): 41 kg
Face area: 11 units per m²



Corner Unit 90°
Size: 438 L x 210 W x 200 H mm
Weight (each): 29 kg



Capping Unit
Size: 455 L x 310 W x 100 H mm
Weight (each): 20 kg
2.2 per lineal metre

KEYSTONE

Engineered perfection

The Keystone retaining wall system is robust and strong, and available in standard and flushface finishes. This product is ideal for both straight and curved walls and features a patented interlocking pin connecting system that is best suited for engineered walls up to 15m in height.

Applications

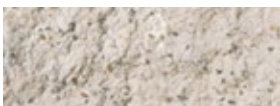
**Maximum wall height: 800 mm
(15 m when engineered)**

Straight walls

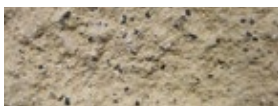
Curved walls

Corners

Steps



Natural



Almond



Charcoal



Standard Unit

Size: 455 L x 315 W x 200 H mm
Weight (each): 39 kg
Face area: 11 units per m²



Flushface Unit

Size: 455 L x 315 W x 200 H mm
Weight (each): 42 kg
Face area: 11 units per m²



Capping Unit

Size: 455 L x 310 W x 100 H mm
Weight (each): 30 kg
2.2 per lineal metre



Flushface Straight Side Cap

Size: 455 L x 310 W x 100 H mm
Weight (each): 31 kg
2.2 per lineal metre



Corner Unit 90°

Size: 438 L x 210 W x 200 H mm
Weight (each): 29 kg

HOW TO

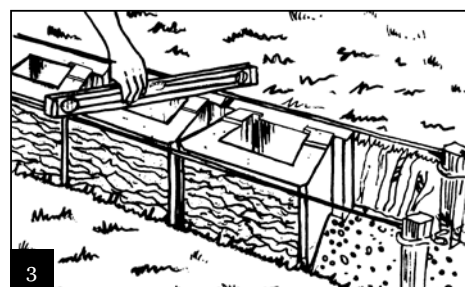
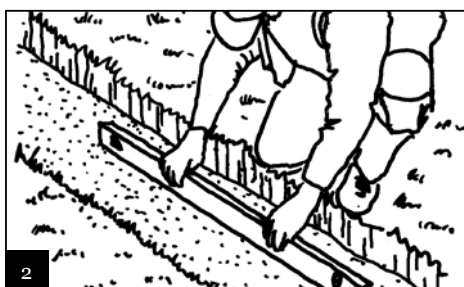
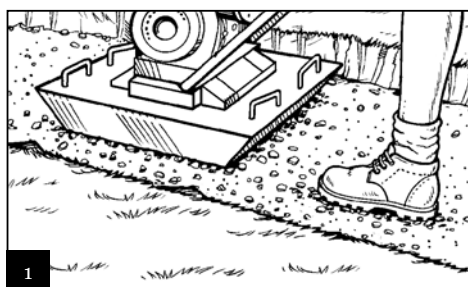
build retaining walls

Austral Masonry retaining wall blocks are an ideal choice for retaining walls in gardens, other residential applications and commercial projects. The interlocking and dry stacked nature of these, makes them easy to install for the “Do It Yourself” landscaper. No matter what the project, the result is always an attractive and low maintenance retaining wall. The flexibility of the system provides tremendous scope, from edging to terraces, straight walls to curves.

Note: Please consult with regulating council for local design requirements prior to the commencement of any retaining wall. Councils may request walls over 0.5m in height and / or where a surcharge exists (e.g. driveway, house, fence or other structure) be designed and certified by a suitably qualified consulting engineer.

Your Checklist

- | | | | |
|--------------------------|-----------------|--------------------------|---------------------------------------|
| <input type="checkbox"/> | String line | <input type="checkbox"/> | Agriculture Drain Pipe |
| <input type="checkbox"/> | Tape measure | <input type="checkbox"/> | Pegs or stakes |
| <input type="checkbox"/> | Walling units | <input type="checkbox"/> | Broom |
| <input type="checkbox"/> | Compaction Tool | <input type="checkbox"/> | Gloves & eye protection |
| <input type="checkbox"/> | Shovel | <input type="checkbox"/> | Mitre saw (to cut blocks if required) |
| <input type="checkbox"/> | Spirit level | <input type="checkbox"/> | 10-20mm Crushed stone |
| <input type="checkbox"/> | Wheel barrow | <input type="checkbox"/> | Crushed rock (for base) |



Step 1: Permits

Check with your local council to ensure all local Building Codes are complied with.

Step 2: Foundation

The foundation material shall be compacted by several passes of a mechanical plate vibrator. Where there are significant variations of foundation material or compaction, soft spots, or where there is ponding of ground water, the material shall be removed, replaced and compacted in layers not exceeding 150mm. Trenches shall be dewatered and cleaned prior to construction, such that no softened or loosened material remains.

Step 3: Bearing Pad

The facing shall be built on a bearing pad, not less than 150mm thick and 300 to 600mm wide, consisting of one of the following options:

- Compacted road base
- Compacted crushed rock, well-graded and of low plasticity (without clay content), compacted by a plate vibrator;
- Cement-stabilized crushed rock, with an additional 5% by mass of cement thoroughly mixed, moistened and compacted by a plate vibrator; or
- Lean-mix concrete with a compressive strength of not less than 15 MPa.

Step 4: First Course

Spread 25mm of crusher dust with an additional 5% by mass of cement over the compacted base. The first course is now bedded into the crusher dust. The use of a level and string line is recommended to ensure the first course is laid correctly. Ensure each block is also well filled with free-draining material (eg. crushed rock aggregate / blue metal). For walls up to 1 metre high, make sure at least 100mm of the first-course blocks are buried below the finished ground level. Allow 200mm for walls over 1 metre high and up to 3 metres high. These walls will need to be engineered.

Step 5: Drainage and Back Fill

Place 100mm diameter agricultural pipe with geotextile sock behind the wall, with a 1 in 100 fall. Backfill behind the courses of blocks to a width of 300mm using 10-20mm free draining material (eg. crushed rock aggregate / blue metal). Ensure each block is also well filled with free-draining material.

Backfill behind the drainage layer with selected backfill material in a maximum of 200mm layers. Compaction rate of 95% must be achieved (use only hand operated plate compactors within 1 metre from the back of the wall). Do not use expansive clays to backfill. Be careful not to mechanically compact too close to the wall.

Step 6: Laying Additional Courses

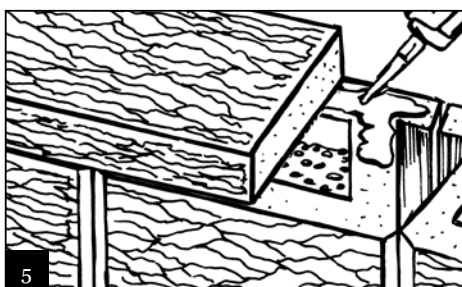
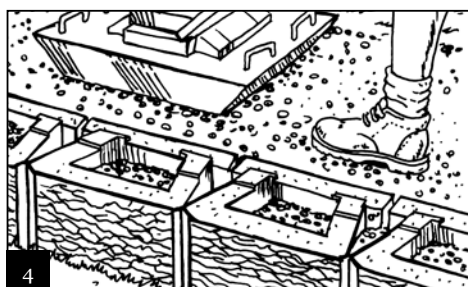
Clean any debris from the top of the wall to ensure the next block sits perfectly. Ensure each block is filled with free draining material, and place next course on top. Place the drainage material behind the blocks to 300mm. Stack units, placing drainage aggregate and compact backfill for each course until the wall is complete.

Step 7: Capping Units

Once backfilling and cleaning is completed as per Step 5 and Step 6 fix the purpose made Capping Blocks with External-use Liquid Nails / Maxbond.

Step 8: Maximum Wall Height

This information should be viewed as a guide only. The particular circumstances of retaining wall projects vary significantly in ways that often dictate the use of particular materials and techniques to address challenges presented by those circumstances. Austral Masonry recommends you to ensure that you obtain appropriate professional advice tailored to your circumstances before commencing retaining wall projects.



Note: Please consult with regulating council for local design requirements prior to the construction of any retaining wall. Councils in general require that retaining walls be designed and certified by a suitably qualified engineer where the wall is over 0.5m in height and/or where there is a surcharge loading, such as a driveway, house or other structure near the wall.

CAMINO 50

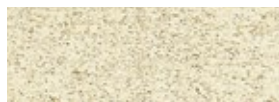
small format paver

The Camino 50 offers a small format paver ideal for driveways, paths and pool surrounds. These versatile pavers offer easy installation with a contemporary finish.

APPLICATIONS

Pools
Paths
Patios
Courtyards
Driveways

style and function



Sandune



Almond



Charcoal



Camino 50
Size: 230L x 115W x 50H mm
Weight (each): 2.8 kg
Units per m²: 37.8

BROADWAY 150, 300 & 400

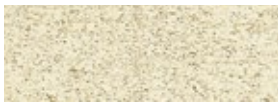
style with impact

For contemporary style with impact, the Broadway range of pavers offers sharp modern lines and colours, ideal for courtyards, paths and other outdoor spaces.

APPLICATIONS

Pools
Paths
Patios
Courtyards

style and function



Sandune



Almond



Stone[^]



Charcoal



Broadway 150*
Size: 300L x 150W x 60H mm
Weight (each): 5.8 kg
Units per m²: 22.2
**Broadway 150 only available in Almond and Charcoal*



Broadway 300
Size: 300L x 300W x 50H mm
Weight (each): 9.8 kg
Units per m²: 11.11

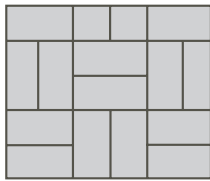


Broadway 400
Size: 400L x 400W x 45H mm
Weight (each): 16 kg
Units per m²: 6.25
[^] Stone colour is only available in Broadway 400 size

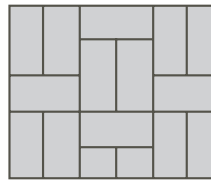
HOW TO

lay pavers

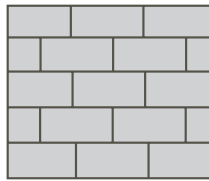
Paver Patterns



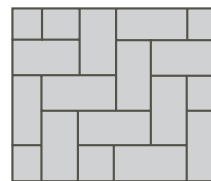
Basket



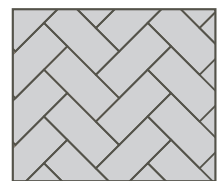
Weave Variation



Running Bond



Herringbone 90°



Herringbone 45°

Materials Required

- Pavers
- Gravel Roadbase (1m³ covers 10m² at a compacted depth of 100mm)
- Bedding Sand (1m³ will cover 33m² at a depth of 30mm)
- String lines, tape measure and pegs
- Spirit level
- Two Screed Rails – two flat steel bars (Approx. 3m x 50mm x 2mm)
- 2-3m long concreter's screed
- Broom, rake and shovel
- Plate vibrator compactor
- Edge restraints (concrete, cement or timber)
- Cutting Equipment – Paver Splitter/ Masonry Brick Saw



1



2



3



7



8



9

1. Excavating

Remove all vegetation, rubble and surplus soil from the selected area. A metal headed rake is ideal for excavation. This will give you a formation on which to work. The sub base goes over the sub grade. If using sub base for domestic driveways, minimum 100mm of limestone or roadbase is recommended. For patio and pedestrian areas, cemented stabilised sand may be used. See Figure 1. .

2. Compacting

Compact the sub base with a hand held / mechanical compactor to a maximum deviation of 10mm from true level. Though hand-held compactors will be adequate for small jobs, mechanical compactors should be hired for driveways and larger areas. After compaction, cover the sub base with 20 to 50mm of well graded coarse bedding sand. Ensure that the sand is relatively dry. With 3% clay the bedding sand provides a barrier and protects the pavers from harmful salt attacks. Concreting sand is suitable for this purpose. See Figure 2.

3. Levelling

Place the screeding board along the base of a wall or straight vertical structure. This will give you a level for the bottom of the paving bricks. This level is called the benchmark. See Figure 3.

4. Screeding

Lay the screeding board at right angles to the benchmark to create a level for the screeding irons. For drainage purposes, always allow for a slight fall-away from the edge of the wall. This should be about 25mm over a distance of three metres. (Use your spirit level to measure fall-away. Bubble should reach outer line.) Repeat the above process at one screeding board length along the benchmark. These two indentations will be your height marks. See Figure 4.

5. Screeding continued

Continue to push the screeding board into the sand along the full length of the area to be paved, maintaining the level of the first height marks. Starting at the benchmark, place the screeding board on the screeding iron and drag it back and forth until the sand between the screeding irons is smooth and level. Move the screeding irons along the height marks, and continue to level the sand with the screeding board. See Figure 5.

6. Screeding continued

Further Screeding Repeat steps (3) and (5) to level the next section of sand. Allow one of the height marks to slightly overlap the area you have already levelled. When the entire area is level, you are ready to use your pavers. Look for any hollows or bumps in the levelled sand. This stage may be your last chance to smooth them out. See Figure 6.

7. Selecting Patterns

Austral Masonry pavers are available in a wide range of colours and shapes. See page 16. However, for vehicular traffic, only herringbone patterns should be used.

8. Gauging

Determine the average length and width of pavers by measuring the cumulative dimensions of 20 pavers and dividing by 20. The laying gauge is then determined for the pattern selected by using the average dimensions determined together with a nominal joint width of 2.3mm. Before laying pavers, a grid of string lines not more than 1 metre apart should be set up covering the area to be paved. No contact should exist with adjacent pavers. See Figure 8.

9. Trimming

After whole pavers have been laid, the pavers are cut for use at the edges, corner, curves and obstructions if any. This can be effectively achieved when safely using a diamond blade brick saw or a masonry saw. See Figure 9.

10. Edge Restraint

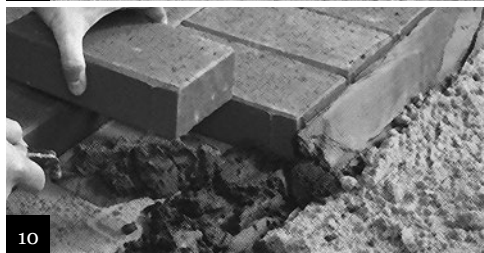
The most effective way to keep edge pavers in position is to set them in concrete or mortar. Take up the last row of pavers and drag away 20cm of sand to expose the sub base so that the mortar can be spread on the sub base. Level out the cement mortar and place the pavers in position by lightly tapping them. Do not use the paved area for at least 24 hours after the concrete or sand-cement is laid. A driveway should not be used for 48 hours. See Figure 10.

11. Jointing Sand

Concrete pavers are designed to function with sand completely filling the vertical joints. This is essential for effective lock-up and shear transfer. Spread dry sand over the paved area and brush it into the vertical joints with a stiff bristled broom.





12. Final Compaction

Use a rubber mallet and a straight length of timber to compact small areas (see figure 12). However for larger area and driveways, it is advisable to use a plate compactor and protect the pavement with a layer of excess jointing sand (approx 5 to 10mm) and plyboard to prevent it from coming in direct contact with the paving. Top up the joints with jointing sand after compaction. See Figure 11.



PAVER

information

Product	Range	Description	Size	Coverage	Colours	Applications
	Camino 50	Standard Unit	230L x 115W x 50H	37.8 Units per m ²	Sandune, Almond, Charcoal	Pools Pedestrian Driveways
	Broadway 150	Standard Unit	300L x 150W x 60H	22.2 Units per m ²	Sandune, Almond, Charcoal	Pools Pedestrian
	Broadway 300	Standard Unit	300L x 300W x 50H	11.11 Units per m ²	Sandune, Almond, Charcoal	Pools Pedestrian
	Broadway 400	Standard Unit	400L x 400W x 45H	6.25 Units per m ²	Sandune, Almond, Charcoal	Pools Pedestrian

MAINTENANCE

of pavers

Maintaining your paved area will guarantee that it holds its good looks and natural appeal forever, ensuring added resale value to your home.

All paved areas, over time, are subject to spillages and a build up of dirt and grime. By following certain guidelines and cleaning procedures, maintaining the good look of your pavers need not be a problem.

Efflorescence

Efflorescence is a powdery deposit of salts (usually white or yellow) and is often found on the surface of concrete pavers after a period of rain. Efflorescence appears due to external sources from surrounding materials.

For example, salty soils or fertilisers draw up through the pavers by the drying effect.

Prior to laying your pavers, make sure a clean bed of sand is the foundation of the paving – this will form a barrier to salts migrating to the pavers from below. Efflorescence can be removed by using either a dry brushing technique or wiping with a damp cloth making sure the salts are carried away from the pavers.

Organic Growths – Fungus, Mould and Moss






Porous masonry may provide an environment for organic growth when it is continuously moist, especially in light but shady conditions and when there are plenty of nutrients available.

Clean off the growth as much as possible with a dry bristle brush. Organic growths should be treated with liquid chlorine, or common household chemicals such as Exitmould and White King or a proprietary weed killer. The solution should be left for a short period and then brushed off the treated area with hot water or damp sand.

Repeat as necessary.

RETAINING WALL

information

Product	Range	Description	Max Wall Height	Size	Weight	Coverage	Applications
	Arrinastone	Standard Unit	600mm	300L x 200W x 150H	12.8kg	22.2 Blocks per m ²	Straight Walls, Corners, Steps
	Arrinastone	Right Corner	-	350L x 200W x 150H	13kg	N/A	Corners
	Arrinastone	Left Corner	-	350L x 200W x 150H	13kg	N/A	Corners
	Hastings	Standard Unit	800mm*	390L x 245W x 200H	21.5	13 Blocks per m ²	Curved Walls, Straight Walls, Corners, Steps
	Hastings	Corner Block	-	340L x 140W x 200H	20kg	N/A	Corners
	Hastings	Half Cap	-	195L x 245W x 90H	9kg	5.13 per lineal metre	Capping
	Valleystone	Angled Unit	1000mm*	295L x 203W x 125H	13kg	27.1 Blocks per m ²	Curved Walls, Straight Walls, Steps
	Valleystone	Straight Sided Unit	-	295L x 203W x 125H	14.9kg	27.1 Blocks per m ²	Curved Walls, Straight Walls, Steps
	Sydneystone	Wall Block	800mm*	390L x 245W x 200H	21kg	13 Blocks per m ²	Curved Walls, Straight Walls, Corners, Steps
	Sydneystone	Corner Block	-	340L x 140W x 200H	20kg	N/A	Corners
	Sydneystone	Capping Block	-	390L x 245W x 90H	16kg	2.56 Blocks per lineal metre	Capping










Maximum wall heights in good soils (gravels, sandy gravels, crushed sandstone).

* Hastings and Sydneystone can be built up to 3m when designed by a suitably qualified engineer and combined with soil reinforcement or No Fines concrete.

** Vintagestone maximum wall height of 1.2m is only for walls with 25mm set-back (straight walls only), in ideal site conditions and with no surcharge loads. In other conditions the maximum wall height is 800mm.

^Vintagestone and Keystone can be built up to 12m high when designed by a suitably qualified engineer and combined with soil reinforcement.

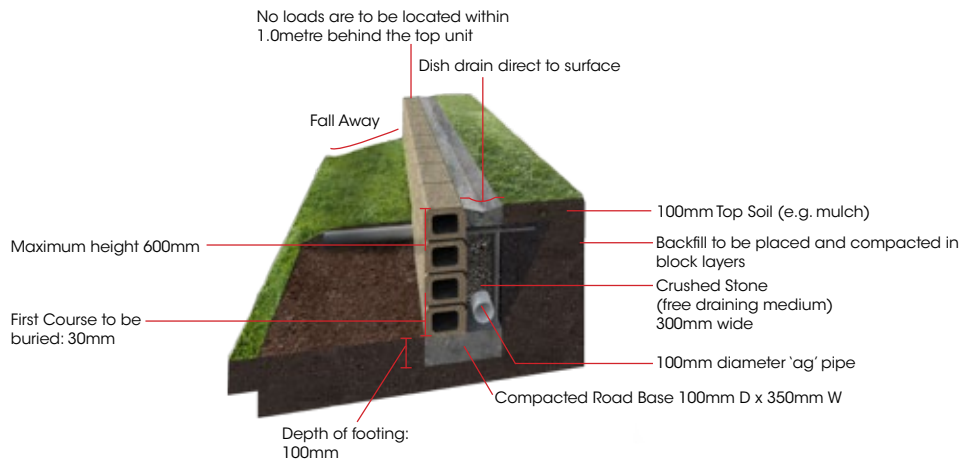
Please contact your Austral Masonry representative for more information.

Product	Range	Description	Max Wall Height	Size	Weight	Coverage	Applications
	Vintagestone	Standard Unit	1200mm ^{^**}	455L x 315W x 200H	41kg	11 Blocks per m ²	Straight Walls, Corners, Steps
	Vintagestone	Corner Unit 90°	-	438L x 210W x 200H	41kg	N/A	Corners
	Vintagestone	Capping Unit	-	455L x 310W x 100H	20kg	2.2 per lineal metre	Capping
	Keystone	Standard Unit	1200mm [^]	455L x 315W x 200H	38kg	11 Blocks per m ²	Curved Walls, Straight Walls, Corners, Steps
	Keystone	Flushface Unit	-	455L x 315W x 200H	41kg	11 Blocks per m ²	Straight Walls, Corners, Steps
	Keystone	Capping Unit	-	455L x 310W x 100H	20kg	2.2 per lineal metre	Capping
	Keystone	Flushface Straight Side Cap	-	455L x 310W x 100H	20kg	2.2 per lineal metre	Capping
	Keystone	Corner Unit 90°	-	440L x 210W x 200H	41kg	N/A	Corners
	Bribie	Standard Unit	360mm [*]	190 L x 100 W x 120 H	4.5kg	5.25 per lineal metre	Curved Walls, Straight Walls, Corners, Steps

RETAINING WALL

cross sections

Arrinastone



Please Note: Backfill should be no higher than the top of the retaining wall.

Hastings/Sydneystone

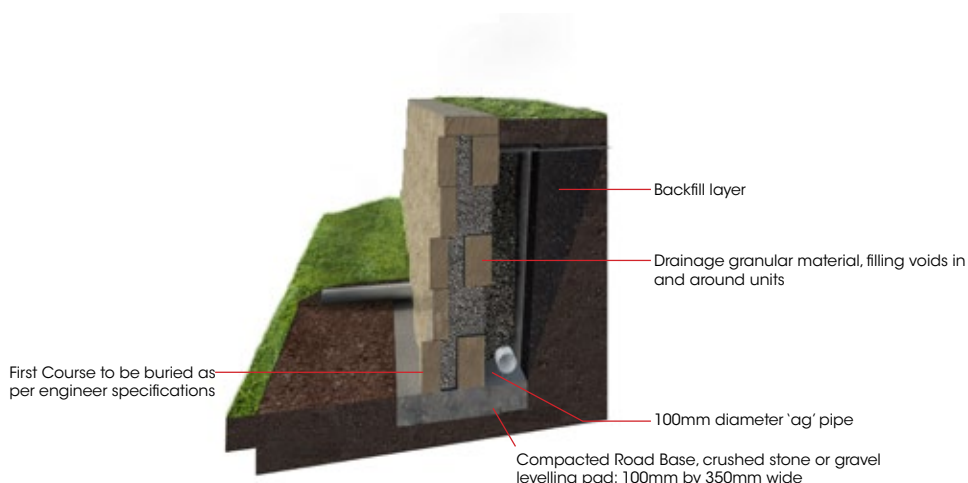


* Hastings and Sydneystone can be built up to 3m when designed by a suitably qualified engineer and combined with soil reinforcement or no fines concrete. Contact your local Austral Masonry representative for more information.

RETAINING WALL

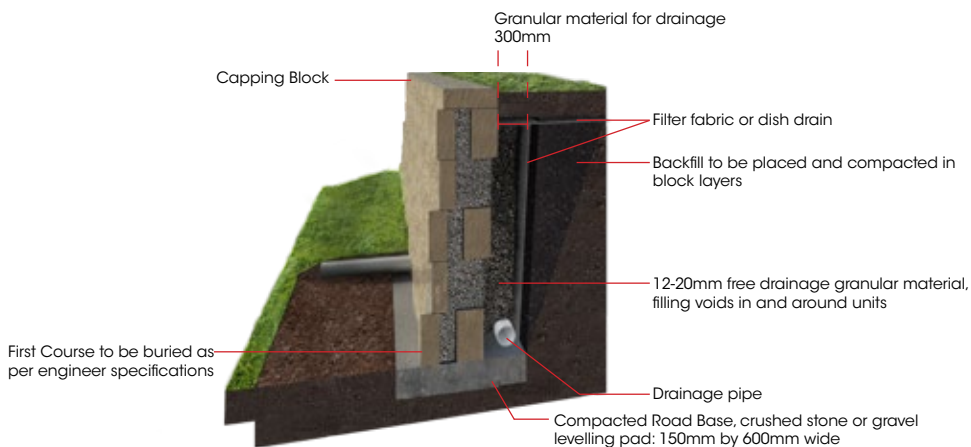
cross sections

Valleystone



Please Note: Backfill should be no higher than the top of the retaining wall.

Keystone/Vintagestone



* Keystone can be built up to 15m when designed by a suitably qualified engineer and combined with soil reinforcement or no fines concrete. Contact your local Austral Masonry representative for more information.



WE ARE

Brickworks

Brickworks Building Products is one of Australia's largest and most diverse building material manufacturers. Under the Brickworks Building Products umbrella are some of Australia's best known building materials brands. Our products include bricks, pavers, masonry blocks, retaining wall systems, precast concrete panels, concrete and terracotta roof tiles, timber products and specialised façade systems.

With a broad product portfolio and manufacturing and sales facilities across Australia, Brickworks Building Products is uniquely placed to service the demands of the building industry.

With over 1200 staff across Australia and New Zealand, we pride ourselves on our commitment to product, service excellence and our leadership position.

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Austral Masonry is part of the Brickworks Group

1. Stock colours. Colours other than stock colours are made to order. Contact your nearest Austral Masonry office for your area's stock colours. A surcharge applies to orders less than the set minimum quantity. **2. Colour and texture variation.** The supply of raw materials can vary over time. In addition, variation can occur between product types and production batches. **3.** We reserve the right to change the details in this publication without notice. **4.** For a full set of Terms & Conditions of Sale please contact your nearest Austral Masonry sales office. **5. Important Notice.** Please consult with your local council for design regulations prior to the construction of your wall. Councils in general require those walls over 0.5m in height and/or where there is loading such as a car or house near the wall be designed and certified by a suitably qualified engineer. **6. Max wall heights disclaimer.** The gravity wall heights are maximum heights calculated in accordance with CMAA RW03 Appendix D guidelines and a qualified engineer should confirm the suitability of the product for each application. As such, due consideration must be given to but not limited to: Cohesion. Dry backfill, no ingress of any water into the soil behind the retaining wall. All retaining walls are designed for zero surcharge unless noted otherwise. These walls are intended for structure Classification A walls only as defined in AS4678 Earth Retaining Structures as being where failure would result in minimal damage and/or loss of access. The product images shown in this brochure give a general indication of product colour for your preliminary selection. Austral Masonry recommends all customers see actual product samples at a selection centre prior to making final selections.