

Qspec Building Mobility Solutions

Warranty Summary – Home Modifications (Supply & Install)

At Qspec, our focus is delivering safe, compliant, and functional home modifications that support independence and clinical outcomes. The below provides a simple overview of how warranties apply to our works.

What's Covered:

Workmanship (Qspec)

- **12-month workmanship warranty** from completion Covers
 - installation-related defects
 - If something isn't right, we'll assess and rectify as required
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Products & Equipment

- All supplied products are covered by **manufacturer warranties**
- This includes items such as:
 - o Grab rails, ramps, and handrails
 - o Composite decking
 - o Bidets and plumbing fixtures
 - o Ceiling hoists and pool hoists
 - o Automatic doors
 - o Cabinetry and fittings

Warranty periods vary depending on the product (typically **1–8+ years**) and are managed in line with manufacturer guidelines.

Major Building Works (QBCC Requirements)

For larger works such as bathrooms:

- **Structural elements:** 6 years 6 months
 - **Non-structural elements:** 12 months
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What to Be Aware Of:

Maintenance Matters

To keep modifications safe and performing as intended:

- Regular cleaning and upkeep is required
 - Some items (e.g. hoists, auto doors) require preventative maintenance
 - Timber and external elements may need ongoing finishing and care
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Natural Wear & Environmental Factors

Some changes over time are expected and not considered defects, including:

- Timber movement, weathering, or colour change
 - General wear and tear
 - Exposure to weather, moisture, or coastal conditions
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Equipment & Product Support

Qspec acts as a **partner provider** for a range of specialised products and equipment. All items are supplied with the benefit of the **manufacturer's warranty**, and we will support and honour these warranties in line with the terms set by the original manufacturer or parent supplier.

In many cases, these warranties are **parts-based**, with specific conditions relating to use, servicing, and maintenance.

To ensure ongoing coverage:

- Equipment must be used as intended
- Recommended servicing and maintenance must be followed

Where required, Qspec will assist in coordinating warranty claims and supporting outcomes for the client in collaboration with the original supplier.

If Something Goes Wrong

We're here to help.

If you or your client notice an issue:

1. Contact Qspec with a brief description, photos and video if possible
 2. We'll assess whether it relates to installation or product
 3. We'll guide the next steps and coordinate any required rectification
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Our Commitment

We work closely with Occupational Therapists and health organizations to ensure:

- Modifications are delivered as prescribed
- Products are fit-for-purpose and clinically appropriate
- Outcomes support safety, independence, and long-term use

If you have any questions about a product or installation, we're always happy to assist.

Qspec Building Mobility Solutions

Supporting independence through practical, well-built outcomes.