



HOME CARE GUIDE

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Welcome To Your New Home

1. HOME CARE GUIDE

We thank you for choosing Q Group WA to construct your new home and trust you will enjoy many years of happiness and prosperity.

To assist you with maintaining your home, we have compiled an assortment of useful information which we recommend you read and keep for future reference.

2. WHAT IS DEFECTS LIABILITY PERIOD?

Any work required to restore a defect to its original condition at time of Handover. It is important to note that this is not another opportunity for another Practical Completion Inspection.

Examples are: -

What is a defect? _____ Sliding door won't lock.

What is not a defect? _____ I don't like the paint finish on my front door.

3. WHO CAN CONTACT THE BUILDER?

If your property is going to be managed by a property manager, please be aware that our Defect's Department can only liaise with the person stated on the building contract, unless written authorisation is given to do so.

Note: Should you sell your home/unit prior to the expiration of the Defect Liability Period, please contact Q Group WA to arrange for these works to be carried out sooner as the defects works **are not** transferrable to the new owners.

4. WHAT YOUR GUARANTEE COVERS

DEFECTS LIABILITY PERIOD (FROM COLLECTION OF KEYS)

As agreed as part of your contractual agreement with Q Group WA, the Defects Liability Period provides for Q Group WA to make good at no cost to you, any defects in works notified in writing as soon as is reasonably practicable.

If in your instance, you have signed a Cost Plus Contract, then all Defects Liability Period works will be carried out at the end of the agreed period, however all costs to complete any works will be on-charged to you.

Unless issues are of an urgent nature all defect works shall be carried out at the expiration of the Defects Liability Period.

The Defect Liability Period commences from the date you collect your keys. You have two weeks to return your defects liability form from the end of the Defects Liability Period.

Failure to complete, sign and return this form will result in termination of the contractual agreement relating to the Defects Liability Period.

If there is a problem which is considered to be of an urgent nature it needs to be reported immediately. An urgent problem is anything that prevents the house from being used for its intended purposes. An example would be the door does not shut properly and cannot be locked. If an urgent item is required to be attended to prior to the completion of the Defects Liability Period we ask that you contact our office during the hours of 8.30am – 4.00pm, Monday to Friday on (08) 9444 4094.

PLEASE NOTE: Any work carried out by anyone other than a Q Group WA contractor during construction or after handover is not covered by Q Group WA's warranty.

PLEASE READ CAREFULLY – IMPORTANT NOTES TO CONSIDER

Please be aware that many different types of materials have been used in the construction of your home. This means movement is likely to occur and includes the following:

- Natural settlement of roof frame;
- Different movement of concrete and brickwork; and
- Ceiling & cornice movement.

PLEASE NOTE: These items are NOT covered under the Defects Liability Period.

There is no need for concern as your home is not failing structurally.

Please also remember a significant amount of moisture will be retained in the home long after your home has been completed, particularly those homes built during the winter months.

It is **vitaly important that the home be ventilated as often as possible**, to allow the appropriate and gradual drying out of the home thus reducing the potential for mould growth.

An adequate level of ventilation is best achieved through open windows.

You should also try to keep your built in robe ajar to allow ventilation to the robes as moisture is often trapped in these areas. Remember ventilation helps prevent condensation.

5. WHAT IS WEAR & TEAR?

Fair wear & tear occurs on every new home. As such, these items are not rectified by the builder at the time of Defects Liability Period.

These include but are not limited to: -

- Marks or scratches to walls, ceilings or doors;
- Blown light globes;
- Tap washers;
- Loose handles or tapware;
- Wear marks on carpets; or
- Scratches on gloss surfaces eg. timber floors or cupboards

IMPORTANT TO NOTE

Damage caused by storm, fire, flood or acts of terrorism are NOT covered by the Defects Liability Period.

- i. Trees located near the concrete footings of your home may cause shrinkage of the soil, particularly in soils of high clay composition, As a result of this shrinkage, damage to the footings may eventuate. It is recommended that a clear space, equal to at least half the tree's mature height be maintained between the external wall of your home and any established or planted trees. In the event of tree growth causing structural damage to your home, as a result of not complying with the above recommendation, this guarantee may be rendered void.
- ii. The Defects Liability Period does not cover problems caused by misuse or neglect on your part. It is in your interest to ensure that your home receives proper care.

6. TERMITE TREATMENT

Warranty Period – 12 Months

Please refer to information supplied by the pest control company.

7. CONCRETE FOUNDATIONS

Warranty Period – 25 YEARS

Your concrete foundations have been designed by structural engineers. Shrinkage cracks may occur but are **not** considered structural.

8. BRICKWORK

Warranty Period – 25 YEARS

Vanadium (Discolouration on brickwork)

Vanadium staining to the brickwork can occur on light clay face bricks in the form of a yellow, green or brown discolouration and as a white discolouration on red brick.

There is NO need for concern. This is neither permanent nor harmful and is **not** a fault with the bricks or the workmanship and generally washes off or fades with time.

Weep Holes

Usually, along the bottom course of the external brickwork the builder has left 'weep holes'. These are vertical joints in which the mortar has not been laid. They are there to allow the cavity to aerate. Do not block these holes and ensure garden sprinklers always face away from the brickwork.

9. ROOF STRUCTURE

Warranty Period – 25 YEARS

10. ROOF COVER

BRISTILE/MONIER PRIME TILED ROOF

Warranty Period – 2 YEARS

As the roof frame in your house may take up to 2 years to settle, hairline cracks may appear in the mortar bed of your ridge capping. These cracks are not related to faulty workmanship and rain will not penetrate these hairline cracks. This is **not** covered under this warranty.

Please note: Monier Prime/Bristile roofing warranty is only relevant if you **HAVE NOT** had any trade person or installation company attend (eg. Foxtel or antenna) or you have organised air conditioning to be installed after handover.

PLEASE CALL BRISTILE/MONIER PRIME ROOFING if you experience any leaking from the roof cover.

IMPORTANT TO NOTE:

Installation of antennas, pergolas, Foxtel, pool heating or air conditioning can cause damage to tiles. **ANY** damage caused by the installation of such items will **NOT** be covered by this warranty.

- 1) Should one of our defects liability contractors be called out to view broken tiles that have occurred as a result of any client installed items, a \$100 call out fee will be charged and is payable on the day.
- 2) Under these circumstances any damage to ceilings, paint work and electricity caused by broken tiles will **not** be covered by this warranty.
- 3) Spare tiles have been left on site in the event of any 'breakages'.
- 4) Please keep over hanging trees well pruned and clear of all roof covers.

COLORBOND

Warranty Period – 2 YEARS

IMPORTANT TO NOTE:

Installation of antennas, pergolas, Foxtel, pool heating or air conditioning can cause damage to Colorbond Roofing. **ANY** damage caused by the installation of such items will NOT be covered by this warranty.

- 1) Should one of our contractors be called out to view damage that has occurred as a result of any client installed items, a \$100 call out fee will be charged and is payable on the day.
- 2) Under these circumstances any damage to ceilings, paint work and electricity caused by damaged Colorbond will **not** be covered by this warranty.
- 3) Please keep over hanging trees well pruned and clear of all roof covers.

IMPORTANT NOTE:

- Q Developments & Construction will inspect and warrant the roof cover for a period of six months from handover (or one wet season).
- It becomes the responsibility of the client to liaise with the manufacturer from this point onwards until the completion of the two year warranty period.

GUTTERS, VALLEYS AND DOWNPIPES

Warranty Period – 6 MONTHS

It is highly recommended that you clean out all leaves and debris from your gutters and valleys on a regular basis as these will prevent the flow of stormwater into your downpipes for dispersion.

Please note: Failure to up keep gutters and valleys clean may result in water being unable to disperse through the downpipes causing overflow to the back of the gutters and into the eaves space and ultimately down the cavity. This can potentially cause major damage.

11. DOORS (EXTERNAL & INTERNAL)

Warranty Period – 6 MONTHS

Timber doors are a natural product and as such are susceptible to changes in the environment such as sunlight, humidity, temperature fluctuations and rain.

Here are some helpful hints on maintaining your timber doors:

- Painted or stained doors require preventative maintenance on a regular basis. The frequency of the maintenance can depend on the amount of direct sun and rain the door is exposed to. An inspection of the entire door, including the edges should be carried out at the end of each summer for signs of wear which may require attention.
- Light reflective colours are recommended for all external doors. Avoid dark colours, especially for doors exposed to direct sunlight. This will reduce the risk of heat absorption that may cause warping. External doors painted in dark colours void the manufacturer's warranty.
- If the door is exposed directly to rain and wind, you may need to fit additional protection in the way of flashing weather stripping to the edges of the door and frame.

IMPORTANT TO NOTE:

Internal doors are fitted to standard height approximately 20mm above the concrete slab. If you choose to have carpet or flooring installed (depending on the thickness) the doors may require further trimming down. This is the responsibility of the owner.

12. CABINET TOPS & DOORS (LAMINATE)

Warranty Period – 6 MONTHS

IMPORTANT CARE INFORMATION FOR YOUR LAMINATE SURFACES

All kitchen, bathroom, ensuite and laundry bench tops were checked and deemed to be in a satisfactory condition as approved and signed by you at your practical completion inspection.

All materials used in the manufacture of these cabinets are of a high moisture resistant grade. They are **not** waterproof or marine grade.

Sunlight - Protection from direct sunlight is essential. Failure to do so can cause contraction of the laminate surfaces causing joints to open. Installation of blinds or curtains is essential to all windows over bench tops.

Heat – Similarly if the surface is in direct contact with hot items such as kettles, pans or hot food dishes, this may cause surface burns, blistering and delamination. Mats or insulated stands must be used under heat generating electric appliances e.g. toasters, kettles, fry pans and slow cookers.

Water – Do not flood or immerse a laminate surface. Always dry excess water off immediately (during washing up or showering). Water sitting for lengthy periods on laminated surfaces can seep into and ultimately cause swelling and warping of the joints of the substrate material.

CLEANING TIPS – Warm soapy water and mild detergent is all that is required to clean laminated surfaces which must then be dried off immediately.

DO NOT USE ABRASIVE OR ACID BASED CLEANERS AS THIS MAY CAUSE DAMAGE AND VOID YOUR WARRANTY

CABINET TOPS (STONE)

Warranty Period – 10 YEARS

The most common type of stone bench top is Caesarstone and Quantum Quartz.

Caesarstone

Everyday cleaning

We recommend wiping the surface with warm soapy water (a mild detergent) and a damp cloth or alternatively use a quality spray and wipe type cleaner.

Extra Stubborn dried spills and stains

For removal of these or if you wish to give your Caesarstone® bench top or surface a thorough clean then we recommend using Caesarstone® brand Cream Cleanser and a soft damp cloth.

Heat Resistance

Caesarstone® will tolerate brief exposures to moderately hot temperatures, however prolonged contact with very hot pots, pans, electric frying pans and oven trays directly from the hotplate or out of an oven onto the surface of Caesarstone®. We always recommend the use of a hot pad or trivet to place hot items onto.

Quantum Quartz

Everyday cleaning

Quantum Quartz Solid Surface is highly resistant to stains caused by fruit juices, liquid food colouring, coffee, tea, wine, grapes, soft drinks, paints, nail polish and remover, automotive fluids and permanent markers. If accidentally any of the above is spilled on the tops, wipe off stained area with any commonly available multi-purpose cleaner or household detergent and then with ordinary water immediately.

Extra Stubborn dried spills and stains

For more stubborn spills and stains, repeat the procedure several times and use a household scouring pad to remove the stain. It is possible that some of the stubborn stains may leave a light mark or very slight discolouration on the stones.

Heat Resistance

Quantum Quartz Solid Surface is structurally more heat resistant than other natural stones, including granite. But sudden and rapid change of temperature, especially near the edges can damage the surface. We always recommend using a hot pad or trivet, especially when using cooking units such as electric frying pans, crock pots, or roaster ovens.

Granite

Granite is one of the most hard-wearing stones and is almost impossible to scratch under normal kitchen use. It is not damaged by standing hot utensils on it (although this is not recommended) or by sharp knives, although diamond or tungsten implements can scratch the surface.

Granite is also very resistant to spills of substances such as acids and alcohol. However, things such as beetroot, wine and cooking oil, particularly when hot, may cause a stain on your granite benchtop if they are left too long, so you should always clean them up immediately with kitchen roll.

How to clean your granite benchtop

For everyday cleaning we recommend wiping the surface of your bench top with warm, soapy water and a damp cloth, or use a good-quality spray and wipe cleaner.

Granite can also be polished with aerosol polishes such as Pledge.

13. CERAMIC TILING

(Waterproofing membrane to shower recess)

Warranty Period – 2 YEARS

Retain all spare tiles and grout left by Q Group WA for possible repairs during the post construction warranty period.

The builder will not be responsible for problems resulting from the misuse of tiles (e.g. chips from falling objects) or discolouration (including grout) associated with the use of harsh cleaning agents or detergents. Tile cleaners are available from tile suppliers.

If you intend to lay tiles (of any kind) instead of carpet, please ensure that a flexible adhesive is used. This will compensate for any minor slab movements or shrinkage during the settlement period of your new home.

SEE MANUFACTURER'S WARRANTY

14. APPLIANCES

Appliances supplied and installed by the builder such as stoves, wall ovens, hot plates and hot water systems are covered by the manufacturer's warranty.

Please note: If any faults do occur you should direct your calls to the appropriate manufacturer and arrange a mutually convenient time for a service person to call. The warranty period on these items are for the extent of the manufacturer's warranty and may differ with some appliances.

15. ELECTRICAL (Faults & Fitting)

Warranty Period – 6 MONTHS

If you experience electrical problems after taking possession of your home, please check the following before contacting the builder.

PLEASE CHECK: - If an appliance does not work, it may be that the appliance itself is faulty rather than the power point. Faulty appliances can trip mains power circuit breaker switches in the meter box. Power surges will also trip the mains power.

If this is occurring regularly you should direct your enquiries to Western Power on 13 13 53.

16. HARD WIRED – SMOKE DETECTOR (Battery back-up)

OPERATION & TESTING

IMPORTANT INFORMATION

Test the alarm by pushing the HUSH/TEST button for 5 seconds. The alarm should sound simultaneously. This test should be done at least once a month to ensure that the alarm is operating correctly.

- The green light on the smoke alarm indicates that the unit is operating with alternating current ("a.c. power"). If this light is off, this is indicative that the a.c. power is unavailable. In this event, the backup battery will operate the unit.
- You will NOT be safeguarded if the a.c. power goes off and the unit is not fitted with a working battery.
- The red light should flash once approximately every 60 seconds to indicate the unit is functioning and alert. The red light will flash rapidly when the unit is activated by smoke. The flashing light and pulsating loud alarm will continue until the air is cleared.
- Never use an open flame of any type to test your alarm. This may cause damage to your alarm or set fire to your home. Operating the HUSH/TEST button will check for correct functioning.

MAINTENANCE & CLEANING

- The smoke alarms are virtually maintenance free, however, vacuuming the unit at least once every six months is recommended to remove dust.
- All smoke alarms are manufactured and tested to rigorous quality standards and have a minimum life expectancy of 10 years. However, for your safety we recommend replacing your smoke alarm with a new unit after 10 years. This will ensure that you are always protected by a smoke alarm that is operating within the limits of its life expectancy.

17. PLUMBING

Warranty Period – 6 MONTHS

Leaks under your kitchen sink, laundry trough and vanity basins may be the result of shrinkage to the rubber seal in your waste pipe. Extra hand tightening may eliminate an unnecessary service call and damage to shelving. It is important to check inside cupboards periodically.

Replacement of tap washers is the owner's responsibility and is common within the first 12 months due to sand particles wearing on the washer. Keeping spares is recommended especially if your house is one of the first in the subdivision.

If you have a dripping tap, try turning taps on full for a few seconds to dislodge any large particles of sand. This may resolve the issue and avoid the unnecessary changing of washers.

You will notice outside your ensuite, laundry and bathroom, dry floor waste gullies with an end flap. These will also need to be kept free of debris at all times.

****Covers for your waste gullies should be in the laundry cabinet and are kept inside during construction to avoid theft.

18. PAINTING

(External & Internal)
(Stained or Varnished Finished)

Warranty Period – 6 MONTHS

Warranty Period – 7 YEARS

All entry doors and external timber exposed to weather will require yearly maintenance.

It is recommended painting to walls be delayed until after the Defects Liability Period is complete, to allow moisture content to fully disperse and cornice cracking to be rectified. When painting walls, all light switch and power point covers can be readily removed. It will not be necessary to tape the covers for painting.

Painting concrete floors to minimise dust may create future problems when laying vinyls and ceramic tiles. Professional advice should be sought.

19. WINDOWS & SLIDING DOORS

(Moving Parts)
(Workmanship)

Warranty Period – 6 MONTHS

Warranty Period – 7 YEARS

It's essential to ensure that all sliding door tracks and window tracks are kept free from sand and dust as the abrasive action will affect the performance of the roller mechanism. Do not use lubricant sprays on window or sliding door tracks eg. CSR or WD40.

20. DRIVEWAYS

(Subsidence)

Warranty Period – 6 MONTHS

Your driveway will sustain normal private vehicle traffic. Heavier vehicles may crack or cause subsidence of the driveway.

IMPORTANT NOTE

If your driveway has been installed prior to the council crossover it is advisable to place a support prop against the edge of the driveway until it is 'locked in' by the crossover. The front edge of the paved driveway should not be driven on until the crossover is installed.

21. GARAGE DOORS

(Parts & Labour)
(Motor)

Warranty Period – 2 YEARS

Warranty Period – 5 YEARS

Your new garage door has many moving parts. Please ensure all are well lubricated on a regular basis to promote longevity.

Please refer to the 'Trouble Shooting Guide' in the operations manual provided to you at handover for any minor adjustments.

22. IN CONCLUSION

Please remember to complete the Defects Liability Period form provided to you at your key Handover with all sections completed in full.

Please be aware that the form will only be accepted once.

Please remember to sign the form and return it to Q Group WA **by the due date**. Our address is Suite 14/50 Howe Street, Osborne Park WA 6017. **Forms not received on time will NOT be actioned.**

If an inspection is required after the expiry date and the works are found NOT to be the responsibility of Q Group WA's responsibility, a \$100.00 call out fee will apply and payment will be required on the day of the inspection.

Any minor defects that may arise after the expiration of your de post construction period becomes the **responsibility of the owner**.

Please note: Just like a new car, your house needs regular care and maintenance to keep its potential value.

We would like to thank you for building with Q Group WA and hope you enjoy your new home.

From all the Staff at Q Group WA.