Frequently Asked Questions

What do you mean by "Maintenance–Free"? Maintenance-Free means you don't need to sand, paint, or stain the ramp or ThruFlow panels. While these panels resist rot, mildew, and mold, regular cleaning or light pressure washing may be needed to remove such factors if they appear. The pass–through design helps prevent the build–up of substances, but dirt, sand, ice, snow, spider webs, and bird droppings should still be cleaned regularly. Additionally, check that all bolts and screws are tight and secure as part of your routine maintenance.

Where can I get a quote on a QRamp solution for me? We have QRamp Dealers located across North America. Contact Us to find one near you.

How long will it take to put it together? That depends on the size of the system. Pros can put a QRamp together in about 1–2 hours. If this is your first QRamp installation, you want to give yourself 3–4 hours, that should be plenty and you won't be rushed.

How is QRamp packaged and shipped? Each module is packed in a labelled and marked box containing all required components and fasteners to assemble that module. We want to make the assembly process as smooth as possible, so we take our time with the little things ensuring all parts are included with an assembly instruction sheet included in each box. Each module is even partially pre–assembled for you — so no trying to figure out if you've got the right screws — we've put them all in place!

When it is ready to leave, your ramp is shipped in stacked box modules on a pallet to your shipping address.

Who can install my QRamp for me? Consumers tell us how easy it was to put together! Each module is boxed individually and with all the hardware required. We even partially pre–assemble it for you to make it as easy as possible!

All you need to assemble a QRamp is: 3 sizes of allen keys; 4mm, 5mm, 6mm — an adjustable wrench — a tape measure.

I'm moving. Can the ramp move with me? Absolutely! QRamp's modular ramp design allows it to move with you. As the design at the new home might differ, please contact the dealer who installed it for you so they can assess your new home to ensure the ramp is safe and can supply any additional support.

Will the ramp damage my property if or when it is removed? Our modular ramp is an excellent semi–permanent solution that does not require you to make any permanent adjustments to your home. We have designed each leg to be fully adjustable so it can handle any terrain below and requires no permanent footings. Designed to be independent on each side, perpendicular to the ground, and allow for adjustment without additional foundation systems.

I don't need the ramp anymore. What can I do with it? QRamp does not buy back our ramps. You might be able to speak to the dealer you originally purchased the ramp from to see if they have any programs. You also have the option to resell the ramp within your community or researching local charities who may accept it to help others.

Is a ramp's warranty transferred if it is sold or donated? QRamp's Limited Lifetime Warranty is only applicable to the original residential or commercial, retail, or wholesale purchaser. It cannot be assigned or transferred, nor does it cover removal or reinstallation. Please visit the Warranty section of our website for full details.

Does my ramp really need to be that long? We want to ensure that your ramp is as safe as possible. The ADA recommends a 1:12 slope. This means for every one inch of rise, there must be 12 inches of ramp. For example, if from the ground to the top of the deck is 21", you will need 21 feet of sloping sections. Our Module 1 is 48" long (4ft) so you are able to rise or drop a total of 4" using one piece. Both ourselves and your local authorized dealer will be able to provide you information on how to keep you safe!

What is the best way to clean the running surface panels? Simple Green or another environmentally friendly solution, a scrub brush and a garden hose. Do not use any corrosive solutions or power washer as it will compromise the outer surface of the part.

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PREMIUM DECKING SOLUTIONS

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