

# Service Guide

## Helpful Hints

We feel privileged to have the opportunity to serve your portable classroom and modular building needs. We take great pride in being there for you when you need us, and strive to provide you with exceptional care. At **Mobile Modular**, it is more than taking another order – it is about providing you with the solutions you require for your space needs. If at any time we are not meeting your expectations, please call us at **(800) 944-3442**, and one of our customer service representatives will be happy to help you.

We have put together the following information to help make your experience with **Mobile Modular** the best it can be, and to promote our vision to be **“Your Project, Our Commitment”**.

## What’s your part?

*You are responsible for:*

- General flooring care: Please keep tile clean and free of stains and marks. Protect floors from rolling chair damage by using proper protective floor mats.
- Do not penetrate or damage the exterior siding panels, high rib metal panels or exterior Smart trim.
- Any adjustments to the set of the building, steps, or ramps that may be needed due to the settlement of the ground surface must be approved by **Mobile Modular**.
- Providing the required level of 230v, three wire, single-phase electrical service and hook-up.
- Water and sewer connections: Make sure the installer cleans and flushes the lines of all foreign debris before connecting to the building. *(If the building includes a restroom or any other type of water system, it is important that the water heater is filled before power connection is made).*
- Repairs related to clogged urinals or toilets due to debris are not covered by **Mobile Modular**, contact a trained plumber before placing a service call.
- Protecting water lines from freezing by providing heat tape or tubing insulation.
- Completing an on site physical inspection of the unit to confirm its condition at the time of delivery.
- Cleaning/replacing HVAC filters every 3 months is required *(failure to keep the filters clean will result in coil freeze ups and other malfunctions of the system).*
- Reporting any signs of water leakage *(i.e. stained ceiling tiles, broken windows, soft areas on floor below windows and/or doors, etc.)*.
- Protecting walls from damage by not using tape or other adhesive fasteners *(tacks are permitted)*.
- Getting prior approval from **Mobile Modular** before any building modifications are made.

### Instructions Prior to Returning the Building

**Clean-Up:** Our pick-up and delivery fees do not include, the removal of custom stairs, ramps, fences, or like add-ons, construction debris, landscaping or any other obstructions around or under the building. Steps and hitch must be clear of obstructions.

The building should be cleaned, broom swept, items on walls removed, and the site cleared of obstructions at time of pick-up.

**Utilities:** The building must be disconnected from the utilities and the water system drained. The customer is responsible for sign-up, shut-down and the cost of all utilities associated with building use. The customer is responsible for removing all low voltage wiring, or like add-ons installed by customer and/or their subcontractors.

Service charges will be applied if the building is not returned in the same clean, serviceable condition as it was when delivered.

**Keys:** If keys are not returned with the building, the Lessee will be assessed a re-keying charge. If locksets are altered and not re-keyed to their original key provided upon delivery, charges will be assessed.

### Troubleshooting

The following trouble shooting instructions are to help you provide proper care for this modular building, and to avoid charges for unnecessary service calls.

### Electrical

Electrical service connections should be installed by a qualified electrician. Troubleshooting of the electrical system by untrained personnel should be limited to checking that equipment is plugged in, the light bulbs are working and that the circuit breakers are not tripped.

#### *The lights don't work...*

- Is the unit hooked up to 230 volts with proper size wire?
- Was the electricity hooked up by a qualified electrician?
- Is the main breaker on at the breaker panel? Certain types of breakers appear to be on but actually are off. To reset, switch fully off and then back on again.
- If on generator or auxiliary power verify proper voltage

#### *Some lights come on, some do not...*

- Check all switches. Check bulbs, which may have loosened in transit. If bulbs are burned out, replace *(customer responsibility)*. If bulbs are in good condition and still don't work, please call your local **Mobile Modular** branch for service.

BUILDING ID: \_\_\_\_\_

CONTRACT NUMBER: \_\_\_\_\_



## Getting Started

Your lease includes service calls by **Mobile Modular** and its authorized subcontractors for repairs resulting from routine wear and tear of the building and equipment. Your lease does not include charges for any service performed by other vendors or individuals.

The following is NOT covered by the Customer lease: janitorial services, HVAC filters, HVAC coil cleaning, light bulb replacement, thermostat batteries, any customer installed items or modifications or damages from these installations. Additionally, damages caused by theft or vandalism, negligence, by extreme weather, accident, and improper maintenance, failure to report water leaks or acts of God.

### *All fluorescent lights are flickering...*

- Light ballasts are cold: flickering usually stops after a few minutes.

### *In one of the light fixtures, both bulbs are flickering...*

- Change one bulb at a time by removing and installing new bulb. If it does not fix the problem, please call your local **Mobile Modular** branch for service.

### *No power in one of the receptacles...*

- Check the GFI receptacles and reset if tripped.
- Check circuit breakers at panel box. If breakers are on and there is still no power, please call your local **Mobile Modular** branch for service.

### *Breaker keeps tripping in one of the receptacles...*

- Are there too many cords plugged into the same receptacle and/or drawing too many amps from appliances causing an overload in the circuit?

### *Remember – to operate the building properly, it must be grounded.*

### Water heater

- Water heater must be filled with water before electricity is turned on - this will prevent damage to the heating element.
- If water heater is not operating once filled, check on/off switch on the heater and check the breaker in the electrical panel box.

### Air conditioning

- All A/C filters must be changed monthly. The customer will be responsible for any damages or service calls as a result of not changing the filter per the required schedule.
- HVAC coils will need to be cleaned and flushed by a trained professional at least one time per year.

*(In dusty or dirty environments, the coils and filters will need to be cleaned more often).*

### Air conditioner does not operate...

- Is the voltage correct (230 volts) and hooked up properly?
- Are there loose wires visible?
- Check circuit breakers and HVAC breaker located on the service side panel.
- Check HVAC disconnect panel located next to the HVAC.

### A/C is running, but no air is coming out of diffusers...

- Open ceiling diffusers and/or dampers.
- Make sure there are no obstructions in the air louvers or grilles.
- Make sure the filter is clean.

### Instructions for changing exterior A/C Filter:

- Turn off power at main panel box.
- Remove service door (center panel).
- Slide old filter out and dispose of properly.
- Slide new filter in (arrow up).
- Replace service door.
- Turn on power at main panel box.
- HVAC Filter Size \_\_\_\_\_

*\*\*Water dripping outside is normal, especially in very hot and humid weather conditions*

### Before requesting an HVAC service call:

- Make sure the time and day are programmed correctly on the thermostat.
- Make sure the thermostat is in "Auto" mode.
- Make sure the user has entered a suitable program. *(Thermostat operating manual available upon request.)*
- Make sure the set point is correct on the thermostat and humidity controller if applicable.
- Make sure the thermostat is unobstructed and clear of all heat generating appliances.
- Ensure batteries are fresh, as they may impact performance.

### Repair of leaks:

It is not uncommon for leaks to occur on a modular when recently delivered or relocated. A dry surface is required to properly seal leaks. Lessor will do its utmost to seal any leaks in a timely manner once weather permits. Lessee is responsible for reporting leaks to Lessor in a timely manner to ensure appropriate resolution of the issue and to prevent further damage caused by delayed repair.

**Mobile Modular Management Corporation**  
[www.mobilemodular.com](http://www.mobilemodular.com)

Service Department is open from 7:30 a.m. to 5:00 p.m. Monday through Friday, except holidays.

We will make every attempt to respond to service requests in a 24 to 48 hour period from receipt of call, however most calls handled after 12:00 p.m. Friday are responded to on Monday.