



# SERVICE GUIDE

## Important Things To Remember

- Your lease includes service calls by Williams Scotsman and its authorized subcontractors for repairs resulting from routine wear and tear of the building and equipment (not including HVAC filters, fire extinguishers, fuses/breakers & light bulbs). Your lease does not include charges for any service performed by other vendors or individuals.
- Your lease does not include janitorial services, or service charges to repair damages or failures caused by:

*Note: If you elected the property damage waiver, C and D are included in your lease.*

- A.) Damage from your failure to promptly report water leaks.
- B.) Improper or inadequate:
  - 1) maintenance or cleaning of the building and floor
  - 2) electrical service/power
  - 3) mechanical service

- C.) Theft and vandalism
- D.) Accident, negligence, extreme weather or Acts of God.

- You are responsible for any re-leveling of the building, steps and ramps, and/or adjustments to the building steps and ramps that may be needed due to settlement of the ground surface.
- Place chair mats under rolling chairs to eliminate excessive wear to floor to avoid charges upon return of building.
- Before making any repairs, you must receive authorization in order to be reimbursed for work that you do to the building.
- Modifications to the building require prior Williams Scotsman approval.

- Relocation of any building must be pre-approved by Williams Scotsman.
- You are responsible for proper site drainage around the building.
- If the building has gutters, you must keep the gutters free of debris.
- You are responsible for maintaining the integrity of the exterior of the building.
- All service calls must be placed within 2 business days of the occurrence to ensure warranty coverage.
- Please return the unit in the same condition in which it was delivered.

## Prior To Returning Your Building

- Please return keys with the building or you will be subject to a charge to replace the entire lock set.
- In accordance with the terms of your lease agreement, please provide 30 day notice to have your unit removed.
- Our take down and return fees do not include removal of obstructions, construction debris, skirting, tie downs, custom stairs and ramps, fences, landscaping and other equipment, unless pre-arranged. Have the building cleared of items so that additional charges will not be applied.
- Williams Scotsman is not responsible for customer's furniture, equipment or materials left in the building. Remove before vacating the building or charges will apply to dispose of these items, including trash.

## Problem Solvers

### 1. ELECTRICAL

Use only a qualified electrician to hook up your building!

The electrician should verify the proper voltage is being supplied after the power has been turned on.

#### All lights do not work

- Is the unit hooked up to 220 volts with proper size wire?
- Was the electricity hooked up by a qualified electrician?
- Is the main breaker on at the breaker panel?
- Check that all other breakers are in the 'on' position.

*Note: Certain types of breakers appear to be on but actually are off. Switch fully off and then on again.*

#### 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's responsibility). If bulbs are in good condition and still don't work, call for service.

#### 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. Make sure you install a new lamp. If it does not cure the problem, call for service.

#### No power in one of the receptacles

- Check the GFI receptacle in the bathroom.
- Reset if tripped.
- Check breaker at panel box. If breaker is on and there is still no power, call for service.

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

- Are there too many cords plugged into the same receptacle causing an overload in the circuit?

*Remember - to operate building properly it must be grounded.*

### 2. HOT WATER HEATER

- Hot water heater must be filled with water before electricity is turned on!
- If hot water heater is not operating once filled, check on/off switch on the heater or check the breaker in the electrical panel box.

### 3. AIR CONDITIONING

The customer is responsible for changing the air conditioning filters every 30 days, cleaning the evaporator coil as needed, cleaning the condenser coil as needed, and checking and filling HVAC refrigerant as needed. Air conditioning maintenance should be performed by trained and qualified HVAC technicians only. The customer will be responsible for all damages arising in relation to any failure to perform these tasks per the required schedule.

#### 3A. CENTRAL AIR CONDITIONER

(Mounted on front of building)

##### Air conditioner does not operate

- Is the voltage correct (220 volts)?
- Is the hookup done properly?
- Are there loose wires?
- Check circuit breaker at panel box.
- Check safety switch located outside, adjacent to the A/C.
- Check the fuses in the external disconnect.
- Check the external disconnect located outside, adjacent to the A/C.

*Note: Only certain A/C models have internal fuses.*

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

- Open ceiling diffusers and/or registers.
- Make sure there are no obstructions in the air louvers or grilles (located on front wall inside).
- Make sure the filter is clean.

##### Instructions For Changing A/C Filter

- Please note the HVAC filter can be accessed in one of two ways: either internally through the grille on the interior of the unit or upon removal of the service door externally.
- Turn thermostat to off position.
- Turn off power at main panel box.
- Remove service door (center panel) located on front of building
- Slide old filter out.
- Slide new filter in (arrow up).
- Replace service door.
- Turn on power at main panel box.
- Turn on thermostat and set as desired.
- HVAC Filter Size

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

### 3B. ROOM AIR CONDITIONER

(Roof mount or through wall)

##### Air conditioner does not operate

- Is voltage correct (220 volts)?
- Is the hookup done properly?
- Is the circuit breaker tripped?

##### Air conditioner does not cool as it should

- Are you operating thermostat correctly?
- Temperature control may not be set low enough.
- Turn knob to lower setting.
- The room may have been very hot when A/C was first turned on; allow additional time for it to cool down.

##### Instructions For Changing A/C Filter

The filter should be washed with warm water or vacuumed every 30 days. Remove the front grille to locate the filter.

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

### 4. HEAT PUMP

Some buildings are equipped with heat pumps. Unlike a gas furnace which makes a lot of hot air, a heat pump takes a while to warm up. It's best to let the heater run all night at a lower temperature instead of turning off completely. This will also prevent freeze-up.

### 5. COLD WEATHER

During above normal snowfall, it is important that any excessive accumulation of snow and ice on roofs is removed. These preventive measures can help ensure the safety of employees, the protection of equipment and property, and helps fulfill responsibilities as Lessee. We recommend that customers hire a professional to do such work as removing snow and ice may be dangerous as well as cause damage to the roof.

During any cold weather, do not disconnect heat (electric) from the unit until plumbing has been drained. If not drained, the pipes may freeze and then burst. You are responsible for any damages as a result of frozen water lines.