

Helpful Hints

We feel privileged to have the opportunity to serve your storage 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 Portable Storage**, 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 (866) 459-7600, and one of our customer service representatives will be happy to help you.

What's your part?

You are responsible for:

- Providing an accessible/level delivery site. If the site is not level, or the container sinks causing doors to not operate properly, it would be customer responsibility to rectify (when applicable).
- Providing the required level of 230v, three wires, single-phase electrical service and hook-up.
- Completing an on-site physical inspection of the unit to confirm its condition at the time of delivery.
- Cleaning/replacing heating and HVAC filters as 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.
- Protecting walls from damage by not using tape or other adhesive fasteners (*tacks are permitted in office units*).
- Getting prior approval from **Mobile Modular Portable Storage** in writing before any container modifications are made.

Instructions Prior to Returning Your Container

Clean-Up: Our pick-up and delivery fees do not include, the removal of construction debris, landscaping or any other obstructions around or under the container.

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

Utilities: The container must be disconnected from all utilities and the customer is responsible for sign-up, shut-down and the cost of all utilities associated with container use.

Service charges will be applied if the container 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 troubleshooting instructions are to help you provide proper care for this container, and to avoid charges for unnecessary service calls.

Operating the Cargo Doors

- When facing the container doors, open right side operating door first (reverse direction when closing). Ease of door functionality will vary based on unlevel site conditions and/or imbalance of load distribution. In the event your container doors become difficult to operate after the unit is placed, try spreading the contents evenly to balance the container.

Getting Started

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

The following is NOT covered by your lease agreement: janitorial services, HVAC filters, HVAC coil cleaning, light bulbs or damages caused by theft or graffiti, negligence, extreme weather, accident, improper maintenance, failure to report water leaks, or acts of God.

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.

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 Portable Storage** branch 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. If it does not fix the problem, please call your local **Mobile Modular Portable Storage** 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 Portable Storage** 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 causing an overload in the circuit?

Air Conditioning

- All A/C filters must be changed quarterly. 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 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 Interior A/C Filter:

- Open air return grille.
- Remove old filter and dispose of properly.
- Replace with new filter (*arrow in*).
- Replace service door.

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.

Instructions for Cleaning Coils and Outside Air Filter:

- Turn off power at main panel box.
- Remove service panels.
- Wash evaporator and condenser coils with approved coil cleaner (CalClean or equivalent).
- Remove and clean the outside air filter.
- Brush and vacuum ERV wheels and air box.
- Replace service panels.

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.

Questions? Call us at (866) 459-7600

Mobile Modular Portable Storage
www.mobilemodularcontainers.com