

# Service Guide



As the complete modular solution provider, Mobile Modular is a one-stop-shop for all your space needs. Follow these helpful tips in the service guide to maintain and troubleshoot your modular building.

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, janitorial services, HVAC filter replacement and/or coil cleaning, light bulb replacement and pest control.

## What's your part?

### *You are responsible for:*

- Completing a visual inspection of the equipment to confirm its condition at the time of delivery and notifying Mobile Modular of any quality concerns.
- Providing the required level of 240v, three wires, single-phase electrical service and hook-up.
- Filling the hot water heater (if applicable) with water before electricity is turned on. This will prevent damage to the heating element.
- Water and sewer connections: Make sure the installer cleans and flushes the lines of all foreign debris before connecting to the building.
- Contacting a qualified plumber for any plumbing repairs needed due to clogged urinals or toilets before placing a service call.
- Protecting interior, exterior walls and trim from damage. Any objects such as nails, screws, pipes, conduit, j-boxes, or anything else larger than a thumb tack, which penetrate wall surfaces may result in repair charges upon return. Do not use any adhesives to adhere items to walls.
- Reporting any signs of water leakage (i.e. stained ceiling tiles, broken windows, soft areas on floor below windows and/or doors, etc.) in a timely manner to ensure appropriate resolution of the issue and to mitigate further damage caused by delayed repair. Please note, it is not uncommon for leaks to occur following delivery or relocation of a modular building. 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.
- Obtaining approval from Mobile Modular before any modifications are made to the building.
- Any charges associated with re-leveling the building or ramps due to the settlement of the ground surface. Please note that re-leveling and relocation of leased equipment must be performed by Mobile Modular unless otherwise approved in writing.

### General flooring care:

- Keep carpets clean and free of stains. High traffic areas like entrances or hallways need more care including frequent vacuuming.
- Chair floor mats are required in order to protect either vinyl composite tile or carpet at desk areas.
- Avoid using excessive water/moisture when mopping or cleaning the floor as this may damage the floors.
- Wax floor surfaces once a year to prevent floor tile damage.

### HVAC maintenance:

- Cleaning or replacing HVAC filters at minimum every 3 months (monthly in the state of Texas and in dusty or dirty environments) is required.
- HVAC coils must be cleaned and flushed by a qualified HVAC technician at minimum annually.
- Failure to keep the filters clean will result in coil freeze ups and other system malfunctions.
- Any damages or service calls (including duct cleaning) resulting from failure to maintain the HVAC equipment as instructed will result in additional charges.

### In Cold Weather

- Protecting water lines from freezing by covering with heat tape or tubing insulation.
- During freezing weather, all plumbing lines should be drained and sewer lines flushed with anti-freeze before turning off heat or disconnecting power.

### Preparing for return of the building:

#### *Clean-Up*

- Our pick-up and delivery fees do not include the removal of custom stairs, ramps, fences, or similar add-ons, construction debris, landscaping or any other obstructions around or under the building.
- The building should be cleaned, broom swept, items on walls removed, and the site cleared of obstructions at time of pick-up.
- All personal contents should be removed from the building. Mobile Modular is not responsible for any items that are left behind.
- Additional service charges may be applied if building is not free from garbage and/or personal belongings.

#### *Utilities*

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

#### *Keys*

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

You are responsible for damages caused by theft or vandalism, accidents, negligence, improper maintenance, failure to report water leaks in a timely manner, extreme weather, or acts of God.

These tips are intended for most standard building plans and may not apply to some custom buildings. If these tips do not resolve your issue, please contact our Service Department.

## Troubleshooting

To assist you in properly caring for your modular building and avoiding charges for unnecessary service calls, please utilize these troubleshooting guidelines prior to contacting our Service Department.

### Electrical

- Remember — to operate the building properly, it must be grounded.
- A qualified electrician should install electrical service connections.
- 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.

#### *If the lights don't work:*

- Is the unit hooked up to 240 volts with the correct wire size?
- 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 some lights come on and some do not:*

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

#### *If some fluorescent lights are flickering:*

- Light ballasts are cold, flickering usually stops after a few minutes.
- If both bulbs are flickering in a light fixture:
  - » 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.

#### *If one of the receptacles does not have power:*

- 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.

#### *If breaker keeps trips in one of the receptacles:*

- Check to make sure there are not too many cords plugged into the same receptacle and/or drawing too many amps from appliances causing an overload in the circuit.

### Hot water heater

#### *If the hot 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 (HVAC)

Please ensure that you're following all instructions pertaining to HVAC maintenance listed here.

#### *Instructions for changing exterior HVAC filter:*

- Turn off power at main panel box.
- Remove service door.
- 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 \_\_\_\_\_

#### *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.
- If "HP" is displayed on the thermostat, first make sure filters and coils are clean. If so, power the HVAC unit off at the panel box and then power back on.
- Please note that water dripping from the HVAC unit (exterior) is normal, especially in very hot and humid conditions.

#### *If air conditioner does not operate:*

- Is the voltage correct (240 volts) and hooked up properly?
- Are there any loose wires visible?
- Check circuit breakers and HVAC breaker located on the service side panel.
- Check HVAC disconnect panel located next to the HVAC.

#### *If air conditioner 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.

**For any questions  
or service requests:**

Call **800.944.3442**

Or visit

**[mobilemodular.com/contact-us/  
request-service](https://mobilemodular.com/contact-us/request-service)**