



Customer Care & Service

CUSTOMER RESPONSIBILITIES AND HELPFUL TIPS



DOs:

- » Inspect your mobile/modular building upon delivery and notify ModSpace of any existing damages or defects.
- » Contract with only licensed electricians and plumbers. ModSpace can arrange these on-site services for you - just ask!
- » Perform routine maintenance and upkeep - e.g. replacing light bulbs and ballasts.
- » Clean or change HVAC air filters monthly, or more often in dust conducive environments. (See instructions for changing A/C filter)
- » Immediately report any signs of water penetration to ModSpace. This includes any leaks, abnormal condensation or humidity in the building.
- » Call ModSpace if there is any re-leveling of the building due to settlement of the ground conditions.
- » Return all keys with the building to avoid a lock-set service charge.
- » Buildings equipped with hot water tanks must be filled with water BEFORE turning ON the power.
- » Check all breakers before contacting ModSpace for a service call need.
- » Consult ModSpace before making any modifications or alterations to the building.
- » Relocation of your building must be approved by ModSpace in advance.

PRIOR TO RETURNING THE BUILDING:

- » Broom sweep the floors and remove all trash and debris.
- » Ensure that all owned items and equipment are removed and that power and utilities are disconnected.
- » Make sure that the building and property around it are easily accessible for our drivers to attach to the building.



DON'Ts:

- » Do not attach anything to the roof (i.e. signs, canopies) that might penetrate and damage the roof, allowing water to enter.
- » During freezing weather, do not turn off heat to the building until the plumbing lines have drained.
- » Do not cover air vents and diffusers that might prevent proper air flow. Make sure air grills are in the open position.
- » Do not allow objects to be nailed, screwed, painted or decaled to the exterior or interior walls and ceilings.

►► Changing the A/C filter

- a) Turn the thermostat to OFF
- b) Turn off breaker for A/C
- c) Remove the A/C service door (located on front of the A/C unit)
- d) Remove dirty filter - discard
- e) Slide in new filter (arrow up)
- f) Replace A/C service door
- g) Turn on breaker for A/C
- h) Turn thermostat to ON

Your unit #

Your service contact #

Your sales contact #

Experienced ★ Local ★ Proven

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and competitive pricing from 80 locations across North America.

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