Welcome Package

Dear Lessee,

Please accept our sincerest thanks and gratitude for your recent order with BOXX Modular. We truly enjoy working with you and feel honored to be your mobile office/modular building provider.

Here at BOXX Modular, we strive to provide the highest level of service possible. We hope that your experience with us will be a pleasant one, and hope that we can be of service to you again soon.

As a valued customer, your concerns are very important to us. If you have questions about your rental, please feel free to reach out to your account representative or one of our team members listed below.

Your business is much appreciated, and we will do our very best to continue to meet your needs.

If you are looking for contact information, please visit the end of this document or the Contact Us page of our website.

Sincerely,

Your BOXX Modular Team

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Maintenance Requirements

As part of your lease, you need to plan and understand your maintenance requirements. This will keep your modular building in top working order throughout your lease term. Any deterioration or damage caused by not performing your required maintenance is not considered wear and tear.
Below are important steps to assist with your plan.

Air Conditioning and Heating

1. Inspect your HVAC unit every 30 days
    a. Change your filters
    b. Check and clear debris from condenser coils
2. Clean the evaporator and condenser coils every 6 months
3. Change thermostat batteries every 6 months
4. Perform a yearly service on all components and systems



Evaporator coils and blower fans behind this panel

Fresh air inlet. Air filter sits Between this bay and the one above

HVAC Disconnect

Compressor and condenser bay

Maintenance Requirements

Building Envelope Inspections

(Every 6 Months)

1. Inspect all windows and doors
    a. Apply new silicone as needed
    b. Clean all weep holes and general debris
    c. Lubricate rollers, latches and hinges
2. Inspect the roof, including all seams, boots, vents, and drip edge/gutters
    a. Clear all debris from roof
    b. Ensure proper drainage around the modular building to prevent the accumulation of water
    c. Replace any sealants that have deteriorated
    d. Repair, seal or replace any damaged roofing materials
3. Inspect your site conditions
    a. Ensure proper drainage prevents the accumulation of water in, on, or around the modular building.
    b. Schedule termite and pest control to prevent damage
    c. Visibly inspect the foundation for signs of damage

General Clean

1. Regular interior cleaning
    a. Sweep and mop floors to prevent accumulation of debris
    b. Do not use excess water or bleach and strive to keep the floors dry
    c. Clean and dust surfaces as needed
    d. Utilize chair guards to prevent floor damage
    e. Wax all tile flooring every 6 months

Plumbing Inspection

(Every Month)

1. Inspect all plumbing fixtures, visible piping, and equipment for leaks or signs of failure

Electrical Inspection

(Every Year)

1. Check all outlets and panel breakers for proper operation
2. Replace light bulbs as needed
3. Avoid overloading outlets with too many plugs
4. Do not plug more than one high-wattage piece of equipment into an outlet
5. Do not plug a power strip into another power strip

Service Guide

Important Points to Remember

- Your lease includes service by BOXX Modular and its authorized subcontracts for repairs and maintenance resulting from routine wear and tear of the building and equipment.
- **Water heater breaker must be turned off** before connecting power to the building.
- Your lease **does not include** maintenance, janitorial services, service charges to repair damages or failures caused by improper or inadequate electrical service, theft and vandalism, physical damage caused by accident, negligence, extreme weather or Acts of God.
- The customer is responsible for re-leveling the building and/or adjustments to the building and doors that may be needed due to settlement of the ground surface.
- BOXX is not responsible for frozen water piping.
- Before making any repairs, you must receive written authorization from BOXX Modular in order to be reimbursed for work that you do to the building.
- Modifications to the building require prior written approval from BOXX Modular.
- Relocation of any building must be pre-approved by BOXX Modular.
- The addition of gutters and canopies may be the only way by which to stop water intrusion around an exterior doorway.

Prior to Returning Your Building

(An additional sheet will be sent before building removal)

- The building should be returned in the same shape or better than when received.
- Please broom sweep or vacuum floors.
- BOXX Modular **has not charged** a cleaning deposit. Charges will apply to remove trash, clean floors, etc.
- Our tear down and return fees only cover items that were leased and do not include removal of obstructions, construction debris, skirting, tie downs, custom stairs and ramps, fences, landscaping, plumbing, piping, and other equipment not leased unless pre-arranged.
- All data, communications, fire alarm fixtures and wiring must be removed.
- BOXX Modular is not responsible for the customer's furniture, equipment, or materials left in the building. Remove before vacating the building, or charges will apply.
- Please leave all keys in the proper doors. Doors with locksets and no keys will have locks replaced, and you will be charged.
- The building must be accessible by truck.

Any problems or symptoms beyond the scope of this guide should be handled by a BOXX Modular service technician or approved subcontractor.

Troubleshooting

Electrical

- Use only qualified electricians.
- **Make sure the water heater breaker is turned off before energizing the building.**
- Generators are NOT suggested due to voltage spikes.
- **For a building to operate properly, it must be grounded.**

Issue	Solution
All lights do not work	• Verify that the unit is properly connected to a 220-volt power supply using correctly sized wiring. • Check to see if all the breakers are on, including the main breaker. (Certain types of breakers appear to be on but may not be tripped completely. Switch fully off and then on again.) • Ensure the building is properly grounded to a driven grounding rod.
Some lights come on, some do not	• Check to see if all the breakers are on, including the main breaker. (Certain types of breakers appear to be on but may not be tripped completely. Switch fully off and then on again.) • Check that all switches are on. If bulbs are burned out, replace (customer's responsibility). • If bulbs are in good condition but still don't work, call for service. • Verify that the lights are not being controlled by an occupancy sensor.
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. If this does not work, call for service.
Emergency or exit lights do not illuminate	• Change bulbs. • If the emergency light still isn't working, replace the battery.
Occupancy sensors	• Can be disabled; call service for instructions.
No power in one of the receptacles	• Check the GFCI receptacle in the bathroom and reset if tripped. • Verify that the receptacle is not being controlled by an occupancy sensor. • Check breakers – if on, and there is still no power, call for service.
Breaker controlling some of the receptacles keeps tripping	• Verify that receptacles are not overloaded with excessive cords.

Hot Water Heater

Hot water heaters must be filled with water, and all air evacuated from the system before turning on the water heater electrical breaker, or damage to the water heater element may occur.

Ensure that all exterior water lines are properly insulated.

Issue	Solution
No hot water	Tank type heaters: • Check the on/off switch and breaker in the electrical panel On demand heaters: • Check breakers first, **do not replace sink aerator with a higher flow volume** as it will cause the heater to malfunction and reduce hot water temperature. If the breaker is on, call for service. • If none of these solutions work, call for service.

General Air Conditioning

Change air filters at least every 30 days, or more frequently as needed under extreme or dusty conditions.

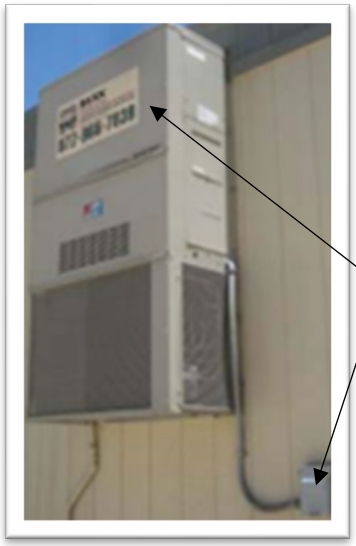
Water dripping outside under the air conditioner is normal, especially in hot, humid weather. Ensure that water does not pond under or adjacent to the building.

Issue	Solution
Air conditioner isn't cooling as expected	• Verify the thermostat is set to a reasonable temperature. System freezing indicates low freon or poor air movement. • The room may have been very hot when the A/C was first turned on; allow time to cool off. • Avoid leaving doors open continuously, as this allows warm air to enter faster than the A/C can cool. • Make sure there is enough clearance around the A/C to prevent restricted air flow. • Check that the thermostat batteries and filter have been replaced.

Central Air Conditioning

Issue	Solution
Air conditioner isn't cooling as expected	• Verify that the unit is properly connected to a 220-volt power supply. • Check A/C internal breaker (located behind the access panel on the side of the unit, see picture on next page, not all units have this switch). • Check safety breaker/disconnect located adjacent to A/C unit (see below picture) • Check A/C breaker(s) in electrical panel box • Remove batteries and let thermostat reset for several minutes. Replace batteries. • Follow the thermostat program sequence if it is programmable (directions are usually under the cover). If instructions are not available, contact us for a copy and note the model number.
Air conditioner is running but no air is circulating	• Check that air diffusers are fully open. • Check that filter is clean and not clogged. • Ensure that the return air grill on the front wall of the building is not being blocked if one is present.

Filter Changes



To change the filter:

1. Turn the thermostat off
2. Turn off the safety breaker/disconnect switch, located on the front of the building near the A/C unit
3. After removing all screws, detach the center service door
4. Slide out the old filter
5. Slide in a new filter, arrow up
6. Turn on the disconnect switch and thermostat

Room Air Conditioning

Issue	Solution
Air conditioner does not operate	• Check A/C voltage (120V or 220V as required). Check that electrical hookup is properly done. • Check whether the circuit breaker has tripped.
Air conditioner isn't cooling as expected	• Temperature control may not be set low enough, turn the knob to the lower setting. • The room may have been hot when the A/C was turned on and still needs time to cool down. • Check the air filter condition. To change the filter, remove it from behind the front grill and wash it with warm water, allow it to dry, or vacuum it. Replace the filter at least every 30 days, or more frequently depending on site conditions. Determine the correct size from the existing filter.

Cold Weather Precautions

During winter months, do not disconnect heat (electricity) from the unit until plumbing fixture lines have been drained and properly evacuated of all water. If not drained, the pipes will freeze and then burst.

Routine Building Maintenance Checklist

There are many benefits of creating - and sticking to - a modular building maintenance inspection checklist, including:

- Minimizing dealer service requests.
- Extending the useful lifespan of your modular building and keeping it looking new.
- Helping prevent weather-related damage and ensuring your building can handle the elements.
- Allowing you to catch minor issues before they become major, expensive problems.

While you may be able to make some fixes on your own, contact your dealer if routine maintenance uncovers the need for more complicated repairs. Listed below, we will cover some of the top places to inspect and maintenance tasks to do on your own.

Every Month:

- Change filters in the HVAC units.
- Remove any objects blocking your skirting vents or your air return vents.
- Check indoor and outdoor light bulbs.

Every Year:

- Replace batteries in smoke detectors and emergency lights.
- Strip, seal, and wax vinyl tile floor covering.
- Lightly pressure wash steel panels to avoid corrosion if your building is near bodies of saltwater or facilities that use chlorine.
- Apply a high-quality siding wax to help maintain your structure’s exterior finish.

Customer Service Request

Date:		
Customer Name:		
Address:		
City:	State:	ZIP Code:
Status of Call: **Warranty or Service** *(Please circle)*	Instruction From On	
Nature of Problem:		
Problem Reported:		
System Down: Yes / No *(Please circle)*		Equipment Type:
MFG:	Size:	Serial No.
Call Reported by:	Date:	Time:
Location of Installation:		

Customer Service Summary

Service DETAILS			
Service Rendered:			
Service Specialist's Remarks:		Status after Service: *(Please circle)* Complete/ Incomplete/ Pending for spares/ Under Observation/ Working solution provided	
Defects found on inspection:			
Events: (Date & Time)	Start of Service:	End of service:	
Please rate this call by picking an option			
Extremely Satisfied	Satisfied	Dissatisfied	Annoyed
Customer feedback			
Remarks:			
Name:	Designation:	Phone/Fax:	
Email:			
Signature:	Date:	Place:	

Contact Information

Branch Offices

Georgia	Atlanta: 770-503-1011
Maine	Oxford (Schiavi Leasing): 207-539-8211
North Carolina	Charlotte: 704-478-1414 Raleigh: 919-841-0709
Pennsylvania	Harrisburg: 717-640-5767
Texas	Dallas Fort Worth: 972-492-4040 Houston: 281-213-8232