

## Guidelines

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### 1 : Definition "The Hirer"

"The Hirer" means the person, firm or entity (including the party named and described in the customer application) as the "hirer" and includes any contractor, servant, agent or other person claiming through, under or in trust for any such person, firm or corporation \*The ultimate "hirer" is "our customer" for all billing purposes.

- The sole purpose of these "guidelines" is so "the hirer" our customer, as described in section 1/ above, fully understands what is and isn't acceptable, what our customers should/can and "actually do" to avoid causing unnecessary damage etc to our equipment, and also importantly, how we can and want to help, to help you avoid any problems on the initial delivery/installation of units, (see delivery: important information) general maintenance and service issues during the hire period, and to provide you with clear and concise "good practice advice" helping all customers avoid any of the potential issues (but not limited to) the main areas of concern to us which we have tried to outline comprehensively but not over excessively below. To educate customers against doing anything which would cause unacceptable damage to our units/equipment, and thus we want to try as best we can to help customers avoid doing anything which would ultimately lead to costly repairs and then potential conflict over any "off hire" damage/ repair or cleaning charges.

### 2 : Introduction

\*ContainerKing / rent-a-unit is becoming an increasingly acknowledged "brand" in the provision of Portable Buildings, Cabin and Containers to customers regionally and across the UK. We promote high standards in everything we do, and as thus are fiercely protective of a hard-earned enviable reputation. ContainerKing / rent-a-unit is also a private individual supplier (not a part of any national business or organisation) serving businesses like you from our depot in Lincolnshire where we are based. We work exceptionally hard to provide all customers with a great level of service and the best maintained equipment available, we also take a huge pride in promoting good business practice, to be as clear and concise in our communication and pricing as we are with both our capabilities and limitations.

# Unit User Guide

We (staff, suppliers and contractors) would all like to take this opportunity to sincerely thank you for entrusting ContainerKing / rent-a-unit as your “portable building, cabin and container” supplier of choice on this occasion and we also hope you find the cabins, containers or unit/s you've hired, have been delivered in 1st class order for your comfort and convenience.

These basic “guidelines” are provided to help ensure you “the hirer” are fully aware of your obligations and responsibilities for the equipment we have supplied, to avoid “misuse” and also help you understand the basic maintenance and care needed to ensure our “equipment” is used correctly and has not been unacceptably damaged over the course of your hire agreement.

Please Note: We have no wish that our customer “the hirer” incurs any charges for repairs, damage or cleaning at termination of hire of the equipment.

Indeed, we desperately want ALL customers to fully understand that these basic guidelines are for “our” mutual benefit, but if our general advice as set out below, is not adhered to; and where equipment is returned damaged and/or neglected! ContainerKing Limited and/or rent-a-unit Limited will “without exception or compromise” apply and invoice “the hirer” for all appropriate costs incurred to make good for any/all damage, defects and cleaning required to return the equipment, unit/s, cabin/s or container/s to the condition in which they were initially hired. Fair wear and tear is obviously considered however only if it is obvious equipment has been treated in accordance with these guidelines and with respect.

### **3 : Delivery - Important Information**

Before the delivery driver has left site and, before you sign the delivery note, please ensure you check that the entrance door/s and any internal doors open and close and can be locked and unlocked properly without force. In the event you find a problem, please ask the delivery driver to re-check and re-level unit/s before he packs up his crane.

\*Please check over the unit(s) internally and externally to ensure there are no obvious defects, any marks, holes, or any other obvious damage you can see or as outlined below on the portable building, cabin or container or whatever equipment you have taken delivery of. Any damage or items of concern should be clearly reported on the delivery note before it has been signed and handed back to the delivery driver. If in the event you find any further damage whatsoever after the driver has left site, please advise ContainerKing / rent-a-unit immediately by phone or email, it would be really helpful if you could also provide us with photographs.

\*Please call us as soon as possible to report any other defects or issues of concern which you may have been missed whilst the delivery driver was still on site tel : **01724 870000**.

\*Take photographs if possible, which can be emailed to: **joanne@containerking.co.uk**

## 4 : Doors

Depending on the ground conditions i.e. units sited on softer or unsecured ground or where basic foundation pads haven't been cast, you may find the unit(s) settle over time and doors may feel like they are becoming difficult to open & close or you are having problems locking the doors?

In any event if you have a problem, please do not try to force the door(s) or locks!

Simply send us an email or just give us a call 01724 870000 and we will happily send someone out to fix the problem. Be assured, in all but exceptional circumstances you will not be charged for this service which will ultimately prevent more expensive damage occurring where doors and locks are being forced and not working properly. We will apply appropriate replacement or damage charges where units are returned and where damage has occurred because problems haven't been properly reported during the hire period.

From the outset we will discuss ground conditions and any foundation requirement you may require for the equipment you intend to use, generally all units require little more than a hard standing on stable ground, it is your responsibility to concisely convey to us where equipment will be sited, and on what ground, so we can help avert potential problems, and it is your responsibility to follow our advice in this respect

## 5 : Roofs

It is vitally important that a portable building, cabin or a container roof is NEVER used as or for additional storage. Do not be tempted to use any roof area to store anything on whatsoever. Roofs are not reinforced or designed for storage space or carrying loads, in addition portable building roof blankets are thin and can easily be punctured, which will inevitably lead to water leaking into units and causing damage to internal insulations, ceilings, walls and possibly electrics and electric fittings.

We always fully check over every unit before delivery and after it has been returned to us.

We have experience and there are generally tell-tale signs showing roofs which have been used for storage, like watermarks from pallets. If there are any signs that a roof has been used for storage, or where obvious damage has occurred, this will be photographed, you will be advised and the costs to any remedial works or replacement roof blanket covering works will be recharged to you.

Always keep roofs clear, on all portable buildings, periodically check the roof for any debris and the rainwater outlets for leaves or blockages.

Corrugated cabin and container roofs are not reinforced and only comprise of a thin sheet of steel. If any weight is loaded onto, and the roof is either dented or permanently flattened then the steel units generally become uneconomical to repair. Even if not punctured, a dented or a flattened steel roof will lead to long term ongoing unavoidable problems to which, in this instance, you will most likely find our customer ends up with a bill for full replacement cost of the entire unit.

If in any doubt please don't hesitate, please do not store or allow anything to be stored on a roof at any time by anyone.

## 6 : External Wall / Fascia / Trims / Doors

**Portable Buildings:** Please do not hard fix or stick anything onto the external of the unit.

**\*No nails No screws No fixings No glue!!**

We appreciate in some instances external signage may be required however external signage should be limited to Magnetic Signs ONLY. Magnetic signage will not damage or leave unsightly holes in, leave glue residue marks or holes etc or anything which could prove exceptionally costly to replace or fix.

In all instances where we find evidence of fixing holes we will charge for replacing all/any individual panels marked or damaged. Where individual panels are located to or adjacent to windows, jack legs, power inlet points etc. it becomes an increasingly extensive and incredibly costly job to remove and replace panels.

Walls and doors where fixing holes or glue residue for instance which may need filling or is difficult to remove cannot simply be over-painted, we spray our doors and window shutters in a controlled environment so would need removing, preparing and respraying before refitting.

**Cabins and Containers:** Obviously most of the above guidance applies, but cabin and container walls are made of corrugated steel sheet, we have had instances where customers have welded "things" to units, drilled holes and even splashed the sides with paint! This is not acceptable! We can re spray walls where paint or graffiti may be but bear in mind when we deliver a unit in a consistent colour then applying a dab of paint or spray is not an acceptable fix, the whole unit would need preparing and respraying so it is again one consistent colour, this work, carried out properly would cost you approx. £600 +VAT for a standard 20ft container. If you include for any panel damage (where cabins, containers, units have been damaged by the force of something hitting it) we keep replacement panels on stock, but it is a lengthy and costly exercise to cut out damaged panels and replace these, in addition to this we would also need to completely prepare and respray the unit so you will also have the added cost of this additional work as detailed above. Be in no doubt, if the equipment gets damaged as described, but not limited to the examples above, it will ultimately cost the customer a lot of money for the repairs. No excuses!

## **7 : Internal Wall and Ceiling Boarding**

In practically every unit, we fit at least one 1200mm x 900mm pin board - where you will find a copy of the "electrical test certificate" for the unit, these "Guidelines" and provide coat hangers for your convenience. We ask, that in instances where you may find it absolutely necessary to fix anything to the walls, that you understand there will be cost consequences to repair - so to minimise this, all/any fixing points, are as far as practically possible, restricted to the internal wall board joints only (if in any doubt, just call us for advice) plastic or wrapped board joints can be replaced individually for a very small charge of a few pounds each, however, if you make holes to/in any wall board main panel areas you will be charged for replacement of each damaged board. Like on the above information on external walls, replacement of damaged internal wall boards, especially where internal walls, consumer units, windows, kitchens wall heaters bathroom fittings are located, can prove very costly.

We are very happy to work with customers and advise on a case by case basis what is acceptable and what isn't, but we will keep a record of all conversations and any advice given, so it's your choice if you don't call to discuss and seek our advice on any relevant matters, please beware it will be at the cost to the customer if you ignore our advice and guidance!

If you're in any doubt whatsoever, please just pick up a phone and give us a call to discuss, we're here to help.

## **8: Flooring / Floor Coverings**

When we build unit/s generally all floors are covered in a standard heavy welded vinyl, all welded vinyl floors once fitted are then treated with Prochem Proshine which is a “high solids metallised emulsion floor polish” we hope you take pride in the unit/s and keep floors cleaned. If in any doubt as to cleaning and cleaning solutions for floors whilst the unit is in your possession please see [www.prochem.co.uk](http://www.prochem.co.uk) for details and product information.

In instances where you have requested carpeted or carpet tiles (depending on our agreement and in instances where you have contributed towards the cost of?) please ensure to keep all floor coverings i.e. carpets, tiles and laminate / click vinyl etc. in good clean order. We may apply charges for carpet cleaning or in some instances where excessively heavy usage or long-term damage cannot be rectified, for the full cost of replacement.

## **9 : Kitchen / Toilets / Showers**

You unit/s may be fitted with a kitchen, showers and toilet(s), general hand wash basins, over sink hot water heaters etc. Once you have had water connected to your unit/s please check to ensure there are no water leaks from the incoming supply or outgoing waste.

\*if there are signs of water, waste, sinks trap or showers leaking? Turn off the mains supply immediately. We always pre-check the electrics, water, supply and waste pipes and ensure water heaters etc. are working correctly and showing no other obvious signs of leaks prior to delivery, however, on occasions during transport connections may become loose. It is important any sign of any water leaking from pipe work or fittings are reported to us at the earliest convenience. We are always more than happy to send ‘a maintenance chap’ to fix any problems and again in all but exceptional instances where equipment has been misused or neglected you will certainly not be charged for this service. Remember turn off the water supply immediately, then just give us a call as soon as you can 01724 870000, then take a photograph if possible, and email it to [joanne@containerking.co.uk](mailto:joanne@containerking.co.uk)

NOTE: Do not turn on over-sink or hand wash heaters until a permanent water supply is connected, otherwise the unit will be damaged beyond repair. A replacement will be required and charges will be applied.

NOTE: Please ensure all external water supply pipe work is fully lagged on delivery, connection and installation. Frozen or interrupted water supply can cause irreparable damage to over sink and hand wash water heaters, electric showers etc. if in any doubt please discuss this or any of the above with any concerns you may have with your ContainerKing / rent-a-unit representative on **01724 870000**

## 10: Electrics

All our equipment is periodically electrically tested however it is your approved and competent electrical contractor who you have appointed to connect the unit/s with a power supply to carry out any "on site" pre connection testing / inspection. At this point in the unlikely event problems are found please call ContainerKing / rent-a-unit immediately and we will arrange for our contractor to attend if required. During your ongoing occupation and usage of the equipment if you encounter any problems with lighting, sockets, wall heaters etc again please do not hesitate to give us a call 01724 870000. We are more than happy sending somebody out at the earliest opportunity to rectify any problems or replace any faulty fittings without charge in pretty much all scenarios.

NOTE: DO NOT carry out any alterations, repairs or attempt to change or add to any of the electrics fittings or circuits on or within our unit/s without prior written consent.

## 11: Termination of Hire

Our terms and conditions of hire stipulate 14 days notification of termination of hire of equipment. This period allows us the time to organise for you a "convenient collection" which will also mitigate a potentially costly "last minute" notification of a HIAB collection charge which the customer is responsible for.

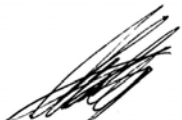
Obviously, we have tried our best to be comprehensive and laid out the most of the important "do's and "don'ts" in the guidelines above. At the end of the day we reiterate all we want is that you "the customer" to understand how to use and treat our equipment with respect and good practice so "we" ContainerKing / rent-a-unit continue to run an efficient business providing the very best maintained equipment for the benefit of all customers. We really don't want to get into any conflicts whatsoever or have to apply charges which if you follow our general advice would be completely unnecessary, so we do need all customers to understand what is and what isn't acceptable.

When you're ready to return your unit we politely ask that you remove all personal belongings and any furniture etc. which you may have added to the unit, ensure all waste and rubbish has been cleared out and at the very least when the unit is collected it has been tidied and wiped out to an acceptable standard.

Any tables, desks, chairs and furniture we supplied with the equipment should be laid down and secured so nothing is likely to get damaged during transport.

We do not expect units to be returned "oven ready" for re hire! But, with many years industry experience, we can tell when a unit which has been returned to us has been generally looked after, we can tell the customer who has taken care, shown respect and understands how important looking after equipment is. Equally we can also easily identify a small proportion of customers who couldn't care less. But in these infrequent cases to the cost of the customer, ignorance can prove very expensive.

yours sincerely



Steve Empson  
Managing Director