

# WILMOT

**MODULAR STRUCTURES, Inc.**

*We Help Build Visions*



## Troubleshooting Guide

Welcome to your new modular unit

**For Service Call**

**1.800.966.8883**

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White Marsh, MD 21162

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Email: [sales@wilmotmodular.com](mailto:sales@wilmotmodular.com)  
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### Our Service solutions include:

- ✓ Your lease includes service calls from Wilmot Modular Structures and its authorized subcontractors for repairs and maintenance resulting from normal wear and tear (not including light bulbs and HVAC filters). Your lease does not include charges for any services performed by other vendors or individuals.
- ✓ The customer is responsible for any releveling of the building and /or adjustments to the building that may be needed due to the settlement of the ground surface.
- ✓ Modifications to the building require prior authorization.
- ✓ Relocation of any building must be preapproved by Wilmot Modular structures.

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## Electrical

Use only qualified electricians to hook up your building!

### All or ½ the lights/receptacles do not work:

- ✓ Is the unit hooked up to 220 volts with the proper size wire?
- ✓ Did a qualified electrician hook up the electricity?
- ✓ Is the main breaker on at the panel?

### Some lights come on, some do not:

- ✓ Check all switches and breakers. If bulbs are burned out, replace (customer's responsibility). If bulbs are in good condition and still will not work, then call 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; make sure that they are new bulbs. If this does not work, then call for service.

### No power in one of the receptacles:

- ✓ Check the GFI receptacle in the bathroom; reset if tripped.
- ✓ Check breaker at the panel box. If breaker is on and there is still no power, call for service.
- ✓ Are there too many cords plugged into the same receptacle causing an overload in the breaker?

## Hot Water Heater

Hot water heater must be filled with water before electricity is turned on!

- ✓ If hot water heater is not operating once filled, check on/off switch on the heater or check the breaker in the electrical panel box.

## Air Conditioner

Air conditioner filter must be changed often. Under normal conditions filters must be checked every 30 days and changed when needed.

### Air conditioner does not operate:

- ✓ Is the voltage correct (220V or 110V)?
- ✓ Is the hookup done properly?
- ✓ Check the circuit breaker at the panel box or unit.
- ✓ Check safety switch located outside, adjacent to the A/C.
- ✓ Check fuses in the safety switch box.

### A/C is running, but no air is coming out of diffusers:

- ✓ Open ceiling diffusers and/or registers.
- ✓ Make sure there are not obstructions in the air louvers or grilles.
- ✓ Make sure the filter is clean.

### Instructions for changing A/C filter:

- ✓ Turn thermostat to off position
- ✓ Turn off disconnect switch located on front of building near air conditioning unit. *\*Note: Some units have disconnect switch behind the service door.*
- ✓ Remove service door (center panel) located on the front of the building
- ✓ Slide out old filter
- ✓ Slide in new filter (arrow up)
- ✓ Replace service door
- ✓ Turn on disconnect
- ✓ Turn on thermostat and set as desired

***\* It is the customer's responsibility to change HVAC filters every month while trailer is on lease. For the customer's convenience, Wilmot offers an air filter change service. Contact your sales rep for pricing. We DO service the HVAC if there is an air/heating problem.***

## Room Air Conditioner

### Air conditioner does not operate:

- ✓ Is voltage correct?
- ✓ Is unit plugged in?
- ✓ Is circuit breaker tripped?

### Air conditioner does not cool as it should:

- ✓ Temperature may not be set low enough, turn knob to lower setting.
- ✓ If room is very hot when A/C is first turned on, allow additional time to cool down.

### Instructions for cleaning the filter:

- ✓ The filter should be washed with warm water or vacuumed every 30 days: more frequently in dirty environments. Remove the front grille to locate the filter.

## Cold Weather

During the winter months, do not disconnect heat from the unit until plumbing has been drained or pipes will freeze.

## Prior to Returning Your Building

- ✓ Please broom sweep the building prior to return. Charges will apply to remove trash.
- ✓ Our take down and return fees do not include removal of obstructions, construction debris, custom stair and ramps, fences, landscaping, and other equipment, unless prearranged. Have the building cleared of these items so that additional charges will not be applied.
- ✓ Wilmot Modular Structures is not responsible for customer's furniture, equipment or materials left in the building. Remove before vacating the building.
- ✓ Please return keys with the building or you will be subject to a charge to replace the entire lock set.
- ✓ A qualified service technician should handle any problems beyond the scope of this guide.

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