

# Troubleshooting Guide



Thank you for your business! The building provided to you by Pacific Mobile Structures includes a comprehensive warranty for the lifetime of the lease for repairs and maintenance resulting from normal wear and tear. Service contracts are available if you wish to include items listed under the customer responsibilities section.

## Electrical Systems

**Note:** Please make sure to use only qualified electricians to hook up your building.

### All or half the lights/receptacles do not work

Is the panel hooked up to 220 volts with the proper size wire?

Did a qualified electrician connect the power to the building?

Is the main breaker on at the panel?

Newer buildings may have motion sensors that control the lights and receptacles that will turn off if building is unoccupied. Please call your local branch for assistance with this issue.

### Not all of the lights are turning on

Check all switches and breakers. If bulbs are burned out, replace them. If bulbs are in good condition and still won't work, then please call Pacific Mobile for service.

### All fluorescent lights are flickering

The light ballasts are cold; flickering usually stops within a few minutes.

### Both bulbs are flickering in one of the light fixtures

Change one bulb at a time; make sure that they are new bulbs. If this does not work please call Pacific Mobile for service.

### No power in one of the receptacles

Check all GFCI receptacles including the exterior of the building. Reset if tripped. Check the breaker at the panel box. Reset if tripped.

**Note:** Please do not exceed 20 amps on any receptacle. This will trip the breaker.

## Heating, Ventilation and Cooling (HVAC)

HVAC filters must be changed every 90 days - more frequently if site conditions warrant it.

### HVAC does not operate

Is the voltage correct (220V or 110V)?

Did a qualified electrician connect the power to the building?

Check the circuit breaker at the panel box, external disconnect next to HVAC, and disconnect inside HVAC side panel.

### HVAC is running, but no air is coming out of diffusers

Open ceiling diffusers and/or registers. Make sure there are no obstructions in the air louvers or grilles.

Make sure the filter is clean.

### Instructions for changing HVAC filter

1. Turn thermostat to off position
2. Turn off the disconnect switch located on front of building near HVAC unit.  
Note: Some units have disconnect switch behind the service door.
3. Remove service door (center panel) located on the front of the building
4. Slide out old filter
5. Slide in new filter (arrow up)
6. Replace service door
7. Turn on disconnect
8. Turn on thermostat and set at desired temp.

## Cold Weather

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

## 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.

## Customer Responsibilities

1. Light bulbs
2. Air filters
3. Janitorial services
4. Re-leveling/adjustments of the building
5. Ensure all debris are cleared from the waterline before connecting to the building
6. Replacement batteries for thermostats
7. Call Pacific Mobile for any maintenance issues promptly
8. Additional keys beyond those provided

## Prior to Returning Your Building

1. Broom sweep the building
2. Remove any trash
3. Remove any customer-owned furniture, equipment or materials left in the building.
4. Return all sets of keys.

**Need Service?**  
**We're happy to help!**  
**Call us at 800.225.6539**

Unit #: \_\_\_\_\_