

Q. Does the preventative maintenance include cleaning the bin?

A. YES

Q. Can the customer buy the unit after the rental?

A. NO – This is a rental agreement only.

Q. What is the cost to terminate the lease?

A. NO – You are committed to the original 36-month lease term. After this period, either party may provide a 30-day notice to terminate the agreement.

Q. What is the turnaround time from when the rental agreement is signed to the install?

A. Depends on product availability

Q. Are rentals on other equipment pieces brand specific?

A. YES – Most units available locally at Hoshizaki. We can rent other equipment (i.e refrigeration)

Q. Is there a checklist that the Authorized Service Agent (ASA) provides as proof that the service was completed?

A. YES – our subcontract dispatcher is in direct contact with the ASA. We provide them with a Service Order number and a PO number for billing purposes. Once the installation is complete, they submit an invoice to us as confirmation of the work performed.

Q. Can a customer get an increased amount of Preventive Maintenance visits?

A. YES – 2 are included per year, It would be an additional \$40 per month for four preventive maintenance (PM) visits per year, and \$60 more per month for six (PM) visits per year.