

Questions And Answers

1. "Do I have to pay a deposit?"

Yes, as of now the deposits are \$20 per unit and is non refundable but it is credited to your total

2. "Is Deposit refundable"

Unfortunately No, however it does get credited toward your total

3. "Do we rent by hour or by the day?"

All rentals are by the day, and you are allowed UP TO 8 hrs within our hours of operation. Any rental over 8 hours extra charge will be added

4. "What are the hours of operation?"

For Rentals Mon-Sat 10am – 8pm. Sundays 10am-7pm.

For Reservations Mon-Sun 830am – 630pm

5. "What if I need to cancel"

Should you need to cancel due to Inclement weather, you can use your same deposit for the next rental, however at the time of cancelation, the new date must be reserved. While we understand life gets in the way sometime, should you cancel for any other reasons unfortunately your deposit will not be refunded.

6. "What if I need to reschedule?"

Should you need to reschedule, we would allow you to use your same deposit 1 time for your next rental, however at the time of reschedule new date must be given

7. "What is delivery window?"

Delivery window is estimated time of arrival that your delivery should be delivered. We strive to be there at the delivery window time, however please understand that. it is an estimated time of arrival.

8. "Do I need a generator?"

For residential addresses, a generator is not required, however some homes may not support the commercial grade blowers that are used to run units. The only time a generator IS REQUIRED is if your event is located at a NON RESIDETIAL address (example park, church, businesses etc.)

9. "I have a water unit Do I need a water hose?"

Yes, you will need to supply water and a water hose

10. "Can unit be used on concrete?"

Yes, you will need to select "concrete" as your surface during the time of reservation. There is an extra fee because you will need sand bags. (we will provide sand bags)

11. "I tried to reserve online and I get error message travel distance too far?"

Unfortunately, we do not service every area just yet, so we do have a mile radius, and if you receive this message, you will have to find a provider closer to your location.