



NEW CUSTOMER REFERENCE GUIDE



On behalf of the MaxSteel Buildings team, thank you for your purchase of one of our steel structures! We hope you will enjoy your building for many years to come!

Within this handout you will find the following information:

1. Stages in the process that will occur over the next several weeks.
2. Things you will need to do prior to the installation of your building.
3. Warranty terms and conditions, and
4. A reference for Rent-to-Own customers.

You, our customer, are our most valuable asset and we hope you find this information useful. We appreciate your trust in MaxSteel Buildings.

COMMUNICATION FROM THE MAXSTEEL BUILDINGS TEAM



Step 1. THE VERIFICATION PROCESS

Generally, within one to two business days **after** the dealer sends your order sheet/contract to MaxSteel Buildings, you will receive a phone call from a MaxSteel Buildings dealer specialist to review and verify your order. This verification process protects you, the customer, and is the opportunity to confirm the information on your contract. *Once this verification call is made, any changes you wish to make to your structure will result in an additional processing fee of 10% of the pre-taxed amount (minimum of \$100).* The specialist will also discuss with you the process that will occur over the next several weeks.



Step 2. PHOTOS OF YOUR SITE

Photos of the site where your building is to be installed will be required. Photos can be texted to 615-956-4458 (a text only phone) or emailed to photos@maxsteelbuildings.com. The site must be carefully evaluated by our Photo Specialists who are trained to identify any potential issues prior to your installation being scheduled. This process may prevent you from having to pay the installation contractors additional labor charges. (Refer to page 3 of your signed contract for a detailed chart of potential labor charges.)

Step 3. SCHEDULING

After your order has been verified and photos reviewed, the production of your building will begin. Within a few short weeks, you will receive a phone call from the Scheduling Department. This group works tirelessly to coordinate the delivery and installation of your building. The schedules are very complex and involve customers from various states and multiple installation contracting crews. At MaxSteel Buildings, you, the customer, are our number one priority. Our goal is for all units to be installed within 3-6 weeks of the verification. **After receiving your installation date, no changes can be made to your order without incurring a 10% restocking fee. It will also be necessary to reschedule your installation for a later date.**

Please be aware that several things *can* adversely affect the planned installation:

- Inclement weather (especially during winter months),
- Vehicle issues while traveling, and
- Unforeseen difficulties at a previous jobsite

Therefore, **we cannot guarantee an exact time for every delivery and installation.** We appreciate your understanding and patience when these unpredictable situations occur.

CUSTOMER RELATIONS

The Customer Relations Department provides courtesy calls, day-before installation reminders, and follow-up calls after the installation of your building.

SITE PREPARATION



The importance of **site preparation** cannot be over emphasized. Not only is it imperative to know what is under the ground where the building is to be installed, but the ground itself must meet certain criteria. If the site is properly prepared, the installation will go smoothly, and the building will stand square and erect for years to come.

1. **The site must be level** within 3" from front to back and side to side, and diagonally from corner to corner (square). By confirming that the site is level, you can rest assured that garage doors will close properly and exposure to elements will be at a minimum. The legs for your structure will be cut evenly on site at the time of installation; however, the base rail sleeves/collars are produced prior to the installation with a welded 90-degree angle and cannot be manipulated if the ground is not level. **However, if the building is partially or fully enclosed, the ground must be perfectly level within 0 inches, front to back, side to side and diagonally from corner to corner (squared). This will avoid unsightly gaps or openings underneath the building panels that could potentially allow water, dust, and pests to enter.**
2. In addition to the site being level, it is important to **know the location of any underground utilities**. A free service is available to anyone and should be utilized. It is the national **call-before-you-dig phone number, 811**. Regardless of your location, you can call 811. This service will advise you if there are underground utilities where you want your structure to be installed.
3. If utility lines are identified under the site location, they must be clearly marked, and the installation crew must be advised when they arrive. This is for their safety. *The buyer agrees to indemnify and hold harmless MaxSteel Buildings and its independent contractors for any damage done to submerged lines, pipes, cables, or other utilities during installation.*
4. **Adequate Clearance is required.** For buildings less than 12' in height, a minimum of 2' of level clearance (horizontally and vertically) is required on all four sides of the building site allowing for the crew to work safely with ladders, etc.
5. For buildings greater than 12' in height, a minimum of 4' of level clearance (horizontally and vertically) is required on all four sides of the building site allowing for the crew to work safely with ladders, etc. If the crew arrives to install your building and the site is not level, you will incur additional labor costs for the crew install the building level at the site.
6. Please advise MaxSteel Buildings personnel if there are **nearby power lines**, prior to the installation of your building. Our crews are not able to install a structure where there are low-hanging powerlines.

SITE PREPARATION (CONTINUED)

Make sure your site is accessible to the contracting installation crew. The route to the site should not include any sharp turns, any steep



inclines, a confined space, or a fence blocking the job site. The roads leading to the site must be able to accommodate a one-ton truck with goose-neck trailer totaling up to 70' long. There must be enough space on the property for the truck and trailer and there must be enough space on the property for them to turn around and exit.

If the installing contractor is not able to access the job site, the customer will be charged for a return trip and restocking fees that must be paid prior to them returning to the job site once it is accessible.

CODES, PERMITTING AND YOUR HOMEOWNERS' ASSOCIATION (HOA)

Before your installation, contact your local Building and Codes department to determine **if** you need to acquire a permit for your structure. Also, communicate with your Homeowners' Association (HOA), if applicable. You are responsible for compliance with any requirements or regulations.

MaxSteel Buildings is not responsible for obtaining permits, determining site specific snow/wind load requirements, covenant searches, restrictions, or setbacks. Therefore, *the buyer agrees to indemnify and hold harmless MaxSteel Buildings and its independent contractors for any violation of a city or county ordinance or codes violation.*

A lift is not required structure; however,

MaxSteel Buildings structures are NOT intended or designed for human habitation.

for every lifts are required



for buildings meeting the following criteria:

- A Building that is 26' or wider AND 13' or taller.
- A Building that is 15' or 16' tall.
- A Building that is 32' and wider.
- A Building with side headers AND is 13' or taller.

APPROVED LIFTS:

Forked - Telescopic, Shooting Boom, and Lull.



5000 lb. Variable Reach Forklift
For heights 19' – 20'



6000 lb. Variable Reach Forklift
For heights 40'- 49'

No scissor lifts, bucket lifts, or warehouse type forklifts are permitted.

MATERIAL LIFT

A Material Lift (pictured below) is required to install the following heavy garage doors:

- 12' x 12' Garage Doors
- 12' x 14' Garage Doors

650 lb. Material Lift
18'-23'



Note: The customer is responsible for providing all lifts and the lifts must be on-site upon the installers' arrival. Questions regarding lifts should be directed to 615-956-7272.



Guidelines and Tips for A Smooth Installation Day:

1. When the contracting crew arrives, things need to be in order. The ground should be level; the site should be cleared of debris; the four corners of the building's placement should be clearly marked; and if a lift is required, it should be on site.
2. The installation will be at the crew's discretion (if conditions are not ideal or if weather is questionable). **If the crew** deems weather is too dangerous, or the site is too muddy, they may decide not to go through with the installation. In this case, there will be no additional cost for you to reschedule the installment. **However**, if the crew arrives and the site has not been properly prepared, or the crew needs to do additional work that should have been done prior to them arriving, you will be charged additional labor fees that will be due at the time of installation and payable to the crew. Please refer to the potential onsite labor fee chart included on your signed contract.
3. Soft ground conditions may be encountered at the installation site. The contracting crew will not drive over soft ground (i.e., lawns, fields, etc.) without prior written authorization from the customer. It will be necessary to sign a waiver stating that the installer will not be held legally responsible for any potential damage (i.e., ruts, utility issues, leach fields). Even with the signed waiver, the decision to drive on soft ground remains at the sole discretion of the contracting crew.
4. MaxSteel Buildings recommends that you be present at the job site for the building installation. If you are not able to be present, it will be necessary that you be available by phone in the event there are any on-site concerns.
5. The customer is responsible for disposing of all debris after the building has been installed. This could include plastic wrapping or scrap panel pieces or leftover tubing. The installation contractors drive open trailers and are prohibited by Federal Regulations in the Transportation Code to transport loose materials on trailers of this type. (Refer to #4 in your contract for details.)

WARRANTY TERMS AND CONDITIONS



All MaxSteel Buildings come with a 90-day workmanship warranty, effective the date of installation. MSB strongly recommends that the homeowner add any outbuilding to the homeowner's insurance policy on the date of installation. MSB units have a 20-year limited warranty on rust-through metal panels and steel tubing assuming normal user care and maintenance. We offer a 40-year limited warranty on rust-through of metal panels and a 20-year limited warranty on the rust-through of steel tubing assuming normal user care and maintenance. Any repair issue must be reported directly to MaxSteel Buildings at 615-956-7272 (not the dealer) within 90 days of installation. Photos of all repair issues will be required and should be texted to 615-542-0812.

Final Payment

1. The **final balance** is to be paid **to the crew** at the time of installation and checks should be made payable to **MaxSteel Buildings**. The installation contractors may accept checks (personal, business or cashier's) or Money Orders. You may also call the Accounting Department at MaxSteel Buildings to make your final payment with a credit card.
2. For credit card payments (Visa, MasterCard, Discover) please call our office Monday - Friday 8:00 a.m. – 4:30 p.m. CST 615-956-7272. There will be a 3% cash discount add back fee on all credit card transactions.
3. The customer should **not** pay the final balance to the dealer.
4. The customer may contact Accounts Receivable at MaxSteel Buildings to request a receipt.

Rent-To-Own: Questions Regarding Financing, Payment Due Date or Pay off contact:

**Heartland Capital at 270-247-3199 or
Boro Rentals at 615-203-3165**

PowerPay Financing: Questions Regarding Financing, Payment Due Date or Pay Off contact:
866-615-4339

Questions Regarding Product and Dealer-related issues, contact:
MaxSteel Buildings at 615-956-7272

Thank you for choosing MaxSteel Buildings.

MaxSteel Buildings, LLC
P.O. Box 331973
Murfreesboro, TN 37133
615-956-7272 M-F 8:00 a.m. – 4:30 p.m. CST
www.maxsteelbuildings.com

Follow us on social media:

- Facebook: <https://www.facebook.com/maxsteelbuildings>
- Instagram: <https://www.instagram.com/maxsteelbuildings>