Cooler or freezer failed: call sheet

Fill this in before you phone, then use one copy per company. From the Rental Cooler Editorial Team, rentalcooler.com

First hour

- [ ] Keep the doors shut
- [ ] Write down the time you noticed and the temperature shown
- [ ] List what is inside and how much
- [ ] Find the power: volts, amps, distance from outlet to the spot
- [ ] Photograph the unit and its nameplate
- [ ] Call your local health department about product that has warmed; do not guess
- [ ] Call two or three rental companies and compare
- [ ] Tell your insurer or landlord if your policy or lease requires it

What to tell the company

Delivery address

Who will meet the truck, and their phone

How the truck reaches the spot (gate, alley, slope, overhead wires)

Surface where the unit will sit (paving, gravel, grass)

Power at the site: volts / amps / outlet distance

Cooler or freezer needed

How much product (cases, pans, pallets)

How many days, and when it must be there by

Questions that decide the price

- [ ] How soon can the unit be at my address?
- [ ] Is that same-day price different from a scheduled delivery?
- [ ] Delivery and pickup fees, and the minimum days
- [ ] Does it arrive cold, or how long to reach temperature?
- [ ] Generator or fuel needed, and who supplies it
- [ ] Deposit and damage waiver
- [ ] Who do I call if it fails again, and at what hours?
- [ ] Can you put the full price in writing now?

Compare

	Company 1	Company 2	Company 3
Company and phone			
Time it can arrive			
Unit size and temperature			
Total price in writing			
Booked? time and name			

Companies that say they deliver same day or in an emergency, with their exact words: rentalcooler.com/emergency-cold-storage-rental. Rental Cooler does not take bookings or fees; contact each company directly.