



# Commonwealth Trailer Rentals, Inc.

866-839-3495 | [www.rentctr.com](http://www.rentctr.com)

## Guidelines and Helpful Hints for Reefer Unit and Trailer Operations

- **Maintain visual contact** with the microprocessor once per hour to ensure there are no alarms and the set-point is maintained.
- **Always maintain at least ¼ tank of fuel.** (should the fuel run dry you will need to prime the unit which could result in a service call). **Should the unit run out of fuel, be sure to turn the unit to the off position.** By doing this you will ensure that the battery and starter will not fail before the unit is able to be primed.
- **Always turn the unit off when fueling.** Air bubbles can form when fueling. If the unit is running, this can result in a service call for the unit to be primed.
- **Always keep the doors closed while the unit is running.** Failure to do so could result in an out of range alarm, undesired set-point, or frozen evaporator. Any of these could result in a service call.
- Refrigerated trailers are designed to **maintain** temperature. Do not expect a warm product to be pulled down to set-point. **Pre-cool the trailer prior to loading** refrigerated cargo.
- **Switch off the refrigeration unit prior to loading.** Once the trailer has reached set point, turn the refrigeration unit off, open the trailer doors and load the trailer. **Keep moving** – load the trailer immediately, then pull the trailer away from the dock, close the doors and turn the refrigeration unit back on to ensure proper cooling.
- **Switch the refrigeration unit off while unloading.** This prevents outside air from being drawn into the trailer. This can cause the evaporator coil to ice over, which hampers the refrigeration unit's ability to cool. If the refrigeration unit does not appear to be cooling properly, try running a manual defrost cycle before calling breakdown. On most of the refrigerated units this button is on the control panel (often indicated by rain droplets).
- **Be sure to check fluid levels (oil, coolant) daily** to ensure proper use of the refrigeration unit.
- Please note that, when dispatching road service, CTR will attempt to dispatch such service as quickly and efficiently as possible. **It is highly recommended that CTR is provided the proper location of the unit and the unit is kept at that location until the unit is repaired.** Should the unit be relocated before the repair is complete, the client will be held responsible for any call out charges that are incurred.
- If utilizing a multi-temperature trailer, **make sure all moveable bulkheads are securely in place.** This will ensure proper set-point for each zone.

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\*Providing the highest quality customer service...the first time.\*

- **Always keep the return air bulkhead free of debris.** This will ensure proper use of the unit.
- **Check for, report, and repair any holes or cuts in the kemlite/versitex lining.** This will ensure proper use of the unit.
- **Report engine hours to CTR each month.** This will ensure that the preventative maintenance is performed, thus resulting in less down time.
- **Check all lights** to make sure they are functioning properly.
- **Check the air pressure for the tires; tread depth for tires and brake linings** to determine if maintenance needs to be performed
- **Customer agrees to make trailers available** when PM's and inspections are due.
- **Return the trailer clean** to avoid additional cleaning charges. **Do not use bleach, caustics, or acids to clean any part of the trailer under any circumstance.** Bleach corrodes the aluminum and may result in a rebill. **Use only mild detergent soap and warm water to clean trailers.**
- **Return the trailer with the proper amount of fuel** to avoid additional fuel charges.

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By signing this document, you are acknowledging that you have read and understand the operation guidelines. Failure to follow these guidelines could result in a rebill if damage is caused or a service call is warranted. Please contact us with any questions regarding operations of the reefer unit and trailer.

\_\_\_\_\_  
Customer Name

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Contract #

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Customer Signature

\_\_\_\_\_  
Date

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