



## **Thermostat Control Heaters and Electrical items from Marquees Direct - (Terms, Conditions and Procedures)**

Our Marquee Forman will provide training to the Hirer on how to use our heaters and other electrical equipment. Should there be a problem with Heaters or any Electrical items then it is the Hirers responsibility to follow the following Procedures and Terms before calling the Company out.

Should the Company be called out and the following Procedures and Terms have not been followed then there will be charges as follows

£300 call out charge

£0.50 per mile travelled to resolve the issue

£25 an hour per staff member

### **Heaters (Procedures and Terms)**

- 1- The heater must have its own reliable mains socket to plug in to. (no other appliances can be plugged into the same circuit)
- 2- The heater can not be used in conjunction with any rcd sockets or extension leads as it has its own ones built in and this will cause the heater to cut out and the reset process will need to be followed
- 3- The heater thermostat must be turned down to zero degrees when not in use otherwise the gas will burn out. If the outside temperature is below zero degrees then the heater will need to be turned off to, otherwise the thermostat will heat the marquee up to zero degrees and still burn the gas off
- 4- The heater power cables must not be tampered with or any electrical changes made.
- 5- The switch on the outside of the heater must be switched on (to heat) if you wish to heat the marquee.
- 6- If there is not power going to the heater then you must check your sockets with another appliance and also check the fuse on the plug.
- 7- Both heater doors must be kept closed at all times and locked with a screwdriver
- 8- The heater duct must have a clear straight run so air can flow
- 9- The diffuser which the hot air comes through must be kept unblocked at all times
- 10- If the heater power needs to be unplugged or turned off for any reason then the thermostat needs to be turned down to zero first otherwise this will cause the heater to cut out and the re-set process will need to be followed.
- 11- The gas must be kept turned on whilst the heater is connected otherwise this will cause the heater to cut out and the re-set process will need to be followed.
- 12- Should the gas run out then the heater will need to be turned off, then the gas turned off, then a new gas bottle fitted, then switch the gas back on, then switch the heater back on, then do a heater reset.
- 13- If the gas needs to be changed then make sure the new gas bottle is flowing by turning the gas bottle on slightly for a tenth of a second to clear the flow. Also check all the connections for the regulator and leads are clean and dry.
- 14- The heater plug or thermostat must not be left outside. (They must either be kept inside a dry building or the marquee)
- 15- The heater leads must not be shut in windows or doors
- 16- The diffusers and ducts must be kept securely on the heater especially if wet and windy as the weather could blow the heater out and the reset process will need to be followed.
- 17- The Hirer must follow all the reset procedures they have been shown before calling out the Company. The reset instructions are also stuck on to the top of the heater.
- 18- The Hirer must make sure all the procedures and terms have been followed before calling out the Company otherwise the above callout fees will apply
- 19- The Hirer may not interfere or move the hired heater and associated equipment without explicit instruction in writing from the Company Directors. If the heater and or associated equipment gets damaged or broken due to the Hirer breaching this term, then charges will apply for any fixing, maintenance making good and call out charges will be charged in full.

### **Lighting and other Electrical items (Procedures and Terms)**

- 1- The hirer or any other contractors must not plug any electrical items into Marquees Direct sockets, extension leads or distribution boards unless given written permission as this could risk blowing the whole event.
- 2- The hirer must not make any alterations including changes plugs or sockets to the company's equipment.
- 3- Electrical leads must not be shut in windows or doors
- 4- The Hirer must make sure all the procedures and terms have been followed before calling out the Company otherwise the above callout fees will apply.