

GENERAL QUESTIONS

Can your trucks or trailers serve as both freezers and coolers? They can be used as either freezers or coolers, but not both simultaneously.

Are your trucks and trailers suitable for ice storage? Yes.

Can I store ice cream in your trucks and trailers? Ice cream typically requires subzero temperatures. The box trucks are capable of this, but the trailers are not designed to freeze below zero degrees.

Do you rent small, stand alone refrigerators or freezers? Not at this time.

Do you work on or install walk-in coolers/freezers? No.

GENERAL RENTAL QUESTIONS

Does U-Cool offer delivery and pickup services? Yes. The fee varies based on location, time of day, and equipment type. Please contact us for a quote.

Does U-Cool offer same day emergency services? In many cases, yes.

Do I need to make a reservation in advance? It is not required, but availability can be limited at times, so it is always recommended to reserve the equipment ahead of time.

What should I do if I have questions or issues with my rental equipment? First consult the troubleshooting guide on our website. If you need further assistance, please call 253-573-1694.

PRICING AND PAYMENT

How does your pricing work? Rental fees are assessed in 24 hour increments and start at the time of pickup or delivery. They stop at the time the equipment is returned. For longer rentals, 7-day and 4-week rates. Trucks and vans also incur usage fees.

Will I need to fuel my truck/van? You will receive a full tank of fuel. As long as the vehicle is returned with a full tank of fuel, no fuel charge will apply. If the vehicle is returned with less than a full tank, you will be charged for re-fueling. Contact us for current re-fueling rates.

How does payment work? To reserve equipment, a \$200 non-refundable reservation fee is required, which applies toward the rental fee. The remaining balance is due at the start of the rental and is payable by credit card.

Do you offer direct billing or NET terms? No.

RENTAL REQUIREMENTS / INSURANCE

Do you offer insurance for your rentals? No, the customer is responsible for providing their own insurance coverage. Please inquire with your insurance provider about your coverage for rental equipment.

What type of insurance do I need to provide?

- **TRAILERS:** If you will be towing our trailer yourself, you'll need to provide proof of insurance for your tow vehicle.
- **TRUCKS/VANS:** If will be driving one of our vans or box trucks, you'll need to provide us with a Certificate of Insurance COI (see Resources page). In most cases this requires you to you're your own commercial auto insurance. You'll also need your own USDOT number (see Box Truck FAQ below for more details)

PICKING UP and RETURNING

What do I need to bring with me on the day of pick up? A valid driver's license for the person who will be driving, and proof of auto insurance (trailers) or Certificate of Insurance (trucks/vans).

Can I park my vehicle at your location during my rental? Yes, but please advise us ahead of time as we have limited parking available.

My U-Cool equipment is due back on a weekend or outside of normal business hours, do I need to wait until you open to return it? No, we will have you conduct a self-return which involves an access code and placing your keys in a drop box.

Is it possible to pick up equipment outside of normal business hours? Yes, but this is done by appointment only. Please inquire with us ahead of time.

BOX TRUCKS

Do I need to leave the truck running in order to power the refrigeration? No, the refrigeration units on our box trucks have their own diesel engines which power the refrigeration unit.

Do I need a CDL to drive your box trucks? No, these are non-CDL trucks.

Can I rent a box truck if I don't have commercial auto insurance? If you will be driving our truck, you'll need to provide us with a Certificate of Insurance COI (see Resources page). This typically requires you to have commercial auto insurance. You'll also need a DOT number (see next question).

What is a DOT number? It's a registration number that gives you the authority to operate a commercial truck over 10,000 lbs. It must be displayed along with your company name on the cab doors of the truck.

How do I obtain a DOT number? Visit [Create your account | Login.gov](#) to create an account with the Federal Motor Carrier Safety Administration and start an application for a USDOT number.

Does the DOT number cost money? If you are only hauling your own product (you're not being paid to haul someone else's product), then you can apply as a Private Carrier and receive the DOT number at no charge. Otherwise, there is a fee involved.

Do I need to stop at weigh stations? All trucks over 16,000 lbs gross vehicle weight must stop at weigh stations when open.

Do you offer on-site re-fueling? No, the customer is responsible for re-fueling. Third party fueling services are available, please inquire with us for more information.

How many pallets will fit in your box trucks? 16' truck: 6 pallets. 24-26' trucks: 12 pallets.

How long do they take to cool or freeze? This depends on ambient temperature, but generally it takes 45-90 minutes to reach cooler temperature and 90-180 minutes to reach frozen temperature.

TRAILERS

Can my vehicle tow one of your trailers? Generally, a full size pickup/SUV with a class IV receiver hitch is recommended to tow our trailers. Trailers weigh 4,000+ lbs. empty with a tongue weight of approx. 500 lbs. Consult your vehicle's owner's manual for tow capacity.

What size tow ball and electrical plug is needed for towing? 2 and 5/16 inch tow ball, 7-pin plug to operate lights/signals/brakes.

What are the power requirements for the trailer's refrigeration unit? Must be plugged into a 110 volt power outlet on a dedicated 20 amp circuit. A cord is included.

Can I run the trailer refrigeration unit off of my vehicle's power? No, but you can use a suitable generator (see next question).

Can your trailer be run off of a generator? Yes, as long as the generator has a minimum of 5000 watts output and a 20 amp dedicated circuit.

Can I use an extension cord longer than 50' to power the refrigeration? The manufacturer does not recommend using more than 50' of extension cord as it can damage the unit.

Do your trailers come with ramps or liftgates? No, but a ramp can be added to your rental for an additional charge.

How many pallets will fit inside your trailers? 12': 2 pallets. 16': 3 pallets. In each case there will be additional usable storage space alongside the pallets.

How long do they take to cool or freeze? This depends on ambient temperature, but generally it takes 45-90 minutes to reach cooler temperature and 90-180 minutes to reach frozen temperature.

DRAFT BEER TRAILERS

What is included with a U-Cool draft beer trailer? We include faucets/handles, a drip tray, plumbing for Co2 and beer, domestic keg couplers, and a Co2 regulator. We do not include Co2 or beer.

Is your draft equipment compatible with import beer kegs? No, you'll need to source your own import keg couplers for this.

Can I pour wine and cocktails out of your draft trailers? Our draft equipment is designed for pouring beer only.

VANS:

Can your vans be used as freezers? The vans can be set as low as 25F. If you need something colder, you'll need to rent a trailer or truck.

Can the refrigeration unit run while the van is parked? If the van's engine is not running, the refrigeration unit will must be plugged into a 110 volt power outlet on a 20 amp dedicated circuit. Cord is included.

How many pallets will fit inside your vans? 10' van: 2 pallets. 13' van: 3 pallets. In both cases you'll need to check the overall height and weight of your cargo and compare to the van's capacity.

How long does the van take to reach cooler temperature? This varies depending on ambient temperature, but it usually takes 30-90 minutes.

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