

## **Frequently Asked Questions:**

### **Where are your business hours?**

Monday – Friday	7am to 5pm
Saturday	7am to 2pm
Sunday	CLOSED

### **Where can I find pricing information?**

You can view each piece of equipment and pricing within our [Equipment Rental Catalog](#).

### **How does Fisher’s Rental charge for equipment?**

Fisher’s Rental has flexible, business-friendly policies. You only pay for the actual time you have each particular piece of equipment. Unlike other rental companies who charge in half-day increments past 24 hours, we prorate all charges to the actual duration of your rental. For example, if your use goes past seven days on equipment charged at a “weekly” rate, we will prorate your charges to the actual duration of your rental. This can frequently result in a lower daily amount to you, depending on the length of time beyond your “week”.

### **Is delivery included in the rental rates listed?**

No. Delivery is based on where the rental equipment is being delivered to. The delivery price quoted is for round trip.

### **What is your rental policy?**

Our policies can be viewed on our [Rental Policies](#) page. If you have any additional questions please feel free to contact us at 610-372-4540.

### **What are your rental terms?**

Weekend Rental: Equipment may be picked up or delivered between 7am-noon on Saturday and returned Monday before 9am for a 1 ½ day price, with 12 hours allowed on hour meter. Overage time will be prorated. If equipment is picked up between noon-closing on Saturday and returned Monday before 9am this would be a one-day rental, with 8 hours allowed on hour meter.

Overnight Rental: Equipment may be picked up or delivered after 4pm and returned or picked up before 9am the following day for a half day price, with 4 hours allowed on hour meter. Overage time will be prorated.

Half Day Rental: Equipment is due back or called off rent within 4 consecutive hours of delivery/pickup, with 4 hours allowed on hour meter. Overage time will be prorated.

Full Day Rental: Equipment is due back or called off rent within 24 consecutive hours of delivery/pick-up, with 8 hours allowed on hour meter. Overage time will be prorated.

Week Rental: Equipment is due back or called off rent within 7 consecutive days of delivery/pick-up, within 40 hours allowed on hour meter. Overage time will be prorated.

Month Rental: Equipment is due back or called off rent within 28 consecutive days of delivery/pick-up, with 160 hours allowed on hour meter. Overage time will be prorated.

**When is rental payment due?**

All payments are due before rental equipment leaves the yard. In the case of a delivery, payment is due when rental equipment is delivered, or credit cards can be processed before rental equipment is delivered. Billing accounts are available with approved credit. We accept Cash, Check, Visa, Mastercard, AMEX and Discover.

**How long will it take to open an account?**

We can get your account opened fast. In fact, most account applications are processed the same day, so you won't have to wait to start your project. ([link Credit Application from RESOURCES page](#))

**When should I place my reservation?**

You should place your order as soon as possible, especially when requesting a delivery. One week notice is required to get the specific delivery time you are looking for, but we can usually accommodate less time if you need us to be flexible.

**Can I place my order online?**

You may create a quote online by adding items to the shopping cart or just simply give us a call at 610-372-4540 and we will be happy to assist you.

**Can I change my order?**

Yes. We do recommend reserving the highest possible quantity of rental items that you may need since during the busy season it can be difficult to add items. We ask that all changes to your order are completed 48 hours prior to will call or delivery. There are no penalties for lowering quantities before that time.

**Do I need any type of insurance to rent equipment?**

If you are a Contractor or Builder we would ask for a Certificate of Insurance stating you have full coverage of rental items. If you do not have insurance coverage, you may be held solely responsible to pay for all damage done to the equipment and any other people or things involved if an accident occurs. However, if you rent a bucket/life truck or a dump truck, insurance is required. The policy needs to name Fisher's Rental as "Loss Payee" and "Additional Insured" under "Automobile Liability/Hired Autos." Please contact your sales associate with additional questions.

**Am I required to take the Loss & Damage Waiver?**

No. However you are responsible for all damage done to the rental equipment if you decline.

**Are there additional charges for the Loss & Damage Waiver?**

No. The price quoted is the price you pay. At Fisher's Rentals, there are never any hidden charges for Loss & Damage Waiver, environmental or other fees. In most cases, our policy of not charging for these 'extras' will save you more than 10% off the total rental charge compared to other rental companies.

**Do I need to refuel equipment?**

Yes. All rental equipment is sent out with a full tank and needs to be returned full to avoid refueling charges.

**Do I need to return the equipment clean?**

Yes. Rental equipment returned dirty is subject to a cleaning charge.

**Do you sell used rental equipment?**

Yes. Fisher's Rental will be happy to negotiate terms on used rental equipment.

**What happens if the equipment should require field maintenance on the job site?**

With a team of shop mechanics who are among the best in the business, 99% of all downtime issues are resolved the same day. Sometimes even brand, new equipment requires field maintenance. If that happens, our maintenance crew is dispatched within minutes of notification to your job site. If the equipment can't be repaired in the field, we will exchange your equipment with a similar unit quickly.

**What if rental equipment has mechanical problems?**

Call Fisher's Rentals immediately. If after hours, leave a message or call the emergency phone number listed on the voicemail.

**If I rent a saw and use a "diamond blade" do I get charged for blade wear?**

No. We will not charge you for wear on the blade.

**What about rain days?**

Call as soon as you know that you will not be using the rental equipment. Fisher's Rental is not responsible for rain days. However, each situation is different and will be decided upon in a fair and reasonable manner to satisfy the customer.

**Can I return an item after hours?**

We make exceptions for certain pieces of equipment. Please call or ask at the time of checkout. If rental equipment is returned after hours, customer is responsible for lost or stolen rental equipment.

**How big of a heater do I need?**

To Find Desired Heater Size:

- First determine the cubic feet of the area to be heated
- ...cubic feet of area = Length x Width x Height
- Then take that number (the area) and multiply it by 0.133
- The result is then multiplied by the change in temperature (# of degrees) you wish to achieve
- ... (area x 0.133) x change in temperature (# of degrees)
- The final answer is the number of BTUs (British Thermal Unit) required to heat that space to the temperature that you have chosen.

### **How big is a two man rock?**

Rock Size – Specifications by weight and least dimension:

#### **Specification**

- Two-man Rock
- Three-man Rock
- Four-man Rock

#### **Weight Range (pounds)**

- 300 to 600
- 800 to 1200
- 1500 to 2200

#### **Least Dimension (inches)**

- 13
- 16
- 18

### **How much does one yard of dirt/gravel weigh?**

Cubic yard = 27 cubic feet (3' x 3' x 3')

Cubic yard of Dirt or Top Soil - approx. 2000 pounds

Cubic yard of Sand or Gravel - approx. 3000 pounds

Cord of wood - 128 cubic feet (4' x 4' x 8') – approx. 3500 pounds

### **How much does an ecology block weigh?**

Ecology Block, Concrete (2' x 2' x 6') – approx. 3600 pounds