



RE-RENTAL PROCEDURES

866-579-0578

AMERICAN-RENTAL.COM

ON RENT PROCEDURE

When sending a machine out on rent please notify ARS via email
rental@american-rental.com

Please include:

- Start date and time
- Branch location
- PO number
- Approximate length of rental

Standard Equipment Usage Equipment may be used:

8 hours during any 24 hour period (1 day)

40 hours per week (7 days)

160 hours per month (28 days)

Unless otherwise noted on your quote

Shift rates will apply on equipment running over single shift

OFF RENT PROCEDURE

OFF RENT

You are responsible to call the unit off rent by email.
Please send details to rental@american-rental.com

FUEL

Unit must be re-fueled at the end of the rental,
or a per gallon fee will be applied.

POST RENT INSPECTIONS

Inspections are required to be performed within 48 hours and sent to us.
There is an [inspection form](#) on the ARS website for your convenience.

MACHINES LEAVING YOUR BRANCH

We will notify you and require the post rental inspection (if not received),
any decals with your name/company logo need to be removed.

SERVICE

SCHEDULED MAINTENANCE

ARS will pay for performing any scheduled maintenance or repairs needed on our machines
and up to two hours of travel time. We will provide you with the required parts, apart from any oils.

MACHINE BREAKDOWNS/FIELD SERVICE REPAIRS

We do not have our own field techs and rely on your service department to attempt repairs.

We are available for troubleshooting assistance if needed. Please contact ARS to apprise us of the situation.

If parts need to be ordered, we will order and drop ship them to you.

If you are unable to perform repairs, we will contact a local repair facility.

CUSTOMER DAMAGE

You can repair machine yourself and take care of any charges with your customer.

We require you to notify us with scope of damage and approximate length of time unit will be down for repair.

If your shop is not qualified to assess and repair, we will assist you in finding a certified facility.

CONTACTS

RENTAL

BRIAN STRAUB

RENTAL MANAGER

269-873-1767

BRIAN@AMERICAN-RENTAL.COM

DIRK PAYNE

OPERATIONS MANAGER

517-712-0227

DIRK@AMERICAN-RENTAL.COM

RYAN SAXELBY

RENTAL COORDINATOR

815-900-6733

RSAX@AMERICAN-RENTAL.COM

RENTAL RETURN INSPECTIONS
AMERICAN-RENTAL.COM/INSPECTION-FORMS/
OR EMAIL TO SERVICE@AMERICAN-RENTAL.COM

ON/OFF RENTAL NOTIFICATION
RENTAL@AMERICAN-RENTAL.COM

SERVICE
866-579-0578
SERVICE@AMERICAN-RENTAL.COM

SALES
TOM SAXELBY
CENTRAL REGION SALES MANAGER
815-298-8175
TOM@AMERICAN-RENTAL.COM

SCOTT SENSENBRENNER
WEST COAST SALES MANAGER
206-858-3326
SCOTT@AMERICAN-RENTAL.COM

CLAY PRICE
CATERPILLAR N AMERICA SALES MANAGER
770-316-4846
CLAY@AMERICAN-RENTAL.COM

CASEY BRABHAM
EAST COAST SALES MANAGER
404-977-2257
CASEY@AMERICAN-RENTAL.COM