



MSS Service Quick Tips

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MSS Service Quick Tips

Basketball Goal (free standing) – *Origin*

- **Inventory:** Note condition and any exceptions.
- **Backboard:** Remove from pole with net and rim still attached.
- **Pole:** Remove from base.
- **Base:** Water is removed. If sand filled, leave as is (if other liquid, contact MSS for direction).
- **All Parts:** Label as removed to aid in assembly at Destination. Use MSS Parts Box for hardware.

Basketball Goal (In-ground) – *Origin*

- **Inventory:** Obtain make and model, note condition and any exceptions.
- **Review How Basketball Goal is Set in Ground:** Most are set with anchoring system and concrete.
- **Base:** Confirm with Mover / Transferee if the base to is to be removed from ground.
- **Removal of Base:** If base to be removed, quote needs to be provided and specialist may be required.
- **Backboard:** Remove from pole with net and rim still attached.
- **Pole:** Remove from base.
- **All Parts:** Label as removed to aid in assembly at Destination. MSS Parts Box used for hardware.
- **Note:** Most anchoring systems CANNOT be reused! Quote needed so new anchoring system can be provided at Destination.

Basketball Goal (free standing) – *Destination*

- **Identify All Parts:** Note condition and any exceptions.
- **Final Location:** Ask Transferee to confirm location.
- **Base:** If not filled and Transferee is not going to be using sand, fill with water leaving room for expansion. Transferee should be directed to their manual for cold weather recommendations.
- **Pole:** Attach to base.
- **Backboard:** Attach to pole.

Basketball Goal (In-ground) – *Destination*

- **Scope of Work:** MSS Operations needs to confirm if specialty service technician or specialist (can be located through manufacturer) will complete install.
- **Survey:** Technician needs to review with Transferee where basketball will be placed.
- **Note:** Manufacturers have specifications and regulations for product (size of area needed, how deep anchoring system is set, amount of concrete needed).
- **Quote:** MSS Operations needs to provide quote including cost of anchoring system and labor required.
- **Install:** Once quote is authorized.



MSS Service Quick Tips

Crating – *Origin*

- **Dimensions:** Confirm dims match work order. If actual dims are different, technician calls MSS to advise.
- **Inventory:** Note condition and any exceptions of each item, take photos, and have Transferee sign off.
- **Construction:** Crate(s) built to industry standards, typically 1” x 4” pine and/or plywood.
- **NOTE:** Check with MSS Operations for international shipments and standards.
- **Packing:** Safely pack item with ethafoam, paper, peanuts and/or other method. Item may also be wrapped prior to packing.
- **Closing:** Crate closed with screws to allow for both safe and easy removal.
- **Marking:** A professional crating job includes appropriate markings or designations as follows:
 - Fragile/Directional Orientation Arrows on all four sides
 - Transferee Name
 - Room: MBR = Master Bedroom
 - Item Description: Dresser Mirror

Crating – *Destination*

- **Condition:** Check crate prior to opening - Note any exceptions, take photos if damaged, and advise MSS if necessary.
- **Uncrating:** Remove screws to open crate. Remove and inspect each item, note condition and any exception, take photos, and have Transferee sign off. Confirm with Transferee placement in home.
- **Debris:** The Transferee reserves the right to keep the crate, otherwise the technician is required to remove all crate debris from home.

Dryer – *Origin*

- **Inventory:** Check condition of floor (before) and unit, note any exceptions, and have Transferee sign off.
- **Operations Check:** Ensure machine heats and note any unusual sounds.
- **Unplug Machine:** Tuck cord into vent in rear of machine or shrink wrap to machine.
- **Remove Vent Line and Clamps** - Place in plastic bag or shrink wrap, then place in drum.
- **Control Panel:** Shrink wrap to provide protection during transit.
- **Gas Dryer:** Remove gas line, wrap, and place in drum.
- **Note:** Gas line is not reused at Destination. Keep with machine as this is property of Transferee.
- **Gas Line of Home:** Cap and check for leaks.
- **Final Check of Floor Condition:** Note any exceptions and have Transferee sign off.



MSS Service Quick Tips

Dryer – *Destination*

- **Inventory:** Check condition of unit for external damage. Check condition of floor (before), note any exceptions, and have Transferee sign off.
- **Venting:** Connect venting of dryer to home venting system with clamps.
- **Natural vs. Propane:** Technician needs to confirm with homeowner what type of gas is supplied. If dryer is not setup for home supply type, a conversion kit must be purchased. Quotable Service.
- **Gas Dryer:** Supply and install NEW gas flex connector. Check for leaks.
- **Note:** Some states require licensed plumber for gas connect. Quote from MSS Operations required.
- **Dryer Cord:** If cord does not match outlet, new cord is required. Technician to call MSS for authorization.
- **Operations Check:** Plug in machine and make sure machine heats. Note any unusual sounds.
- **Final Check of Floor Condition:** Note any exceptions and have Transferee sign off.

Flat Screen TV Remove – *Origin*

- **'Remove':** Basic hourly service MSS provides at Origin.
- **Inventory:** Technician to fill out TV Inventory form and run operations check.
- **Note:** Requested services may not include crating or FlatScreen Armor Pack[®]. A TV Inventory and operations check is still required.
- **Placement of Flat Screen:** Once off wall, technician will place in secure location if crating or MSS FlatScreen Armor Pack[®] service is not requested.
- **Brackets:** Technician is responsible for removing bracket and bracket hardware.
- **Hardware:** To be placed in MSS Parts Box or re-installed in bracket / Flat Screen TV.
- **Note:** If bracket cannot be removed, technician is to call MSS to advise. Quote will need to be obtained for replacement at Destination.

Flat Screen TV Hang Only / Install – *Destination*

- **'Hang Only / Install':** Flat Screen 'Hang Only' consists of installing bracket on desired wall and hanging Flat Screen securely on bracket. Install is anything beyond the basic 'Hang Only'.
- **Note:** Hang Only / Install are both QUOTABLE services.
- **Survey:** Should be completed to gauge scope of work. MSS primary technicians can handle basic hangs. Installs or V.I.P transferees may require professional audio / video specialist.
- **Survey Results:** Survey results should include room(s) where installation will take place, size of Flat Screen TV, type of wall its going on (sheetrock, stone, etc.), any reasonable explanation on how installation will be handled, materials needed, how many technicians, and basic timeframe.
- **Quote:** MSS Operations is to provide quote in detailed breakdown from survey results.
- **Install:** Once quote is authorized.



MSS Service Quick Tips

Furniture – *Origin*

- **Inventory:** Note condition and any exceptions, take photos, and have Transferee sign off.
- **All Parts:** Label as removed to aid in assembly at Destination. Use MSS Parts Box for hardware.
- **Note:** If item glued together or in poor condition, a waiver provided by MSS is signed by Transferee in case of damage during disassembly.
- **Confirmation with Move Crew:** Items need to be broken down to Move Crew satisfaction for loading.

Furniture – *Destination*

- **Final Location:** Ask Transferee to confirm location.
- **Assembly:** Refer to manual, photos provided at Origin, and/or labeling techniques; assemble piece to original state.
- **Confirmation:** Confirm with Transferee piece is assembled properly.

Grandfather Clock – *Origin*

- **Inventory:** Note any exceptions on GFC Inventory form and have Transferee sign off.
- **Running Clock:** If clock is not running upon arrival, technician needs to start clock to mark sure clock is functioning properly!
- **Internal Parts:** Remove pendulum and weights. Condition and exceptions noted. Properly pack pendulum and weights.
- **Movement:** Confirm movement is secure within the cabinet. (note: often movement is removed for Antique clocks and packed separately)
- **External Parts:** Remove and package in MSS Parts Box (finial, key, crank, etc.).
- **Crate:** If requested, crate clock to MSS standards.

Grandfather Clock – *Destination*

- **Final Location:** Ask Transferee to confirm location.
- **Clock Case:** Position and level.
- **Movement:** If removed at Origin, replace back in clock case.
- **Packing / Stabilization:** Remove from clock movement.
- **Internal Parts:** Hang pendulum and weights.
- **Clock:** Start clock and set time.
- **Confirmation:** Confirm with Transferee chiming and running of clock is satisfactory and have them sign off.



MSS Service Quick Tips

Home Gym – *Origin*

- **Inventory:** Obtain make and model, note condition and any exceptions, take photos and ask Transferee if manual is available.
- **Operations Check:** Confirm machine is operational. Note all exceptions and have Transferee sign off.
- **Weights:** Remove stack if required.
- **All Parts Labeled as Removed:** To aid in assembly at Destination. Use MSS Parts Box for hardware.
- **Confirmation with Move Crew:** Pieces need to be broken down to Move Crew satisfaction for loading.

Home Gym – *Destination*

- **Location:** Ask Transferee to confirm final location. Piece may not be movable once assembled.
- **Assembly:** Refer to manual, photos provided at Origin, and/or labeling techniques; assemble piece to original state.
- **Operations Check:** Perform with Transferee present to ensure satisfaction and have them sign off.

Home Theater – *Origin*

- **Survey:** Survey should be completed to gauge scope of work. MSS primary technicians can handle disconnects of smaller systems. Larger systems or V.I.P transferees may require professional Audio / Video specialist.
- **Operations Check:** All electrical / mechanical components require a thorough operations check. Note all exceptions and have Transferee sign off.
- **Label System:** A diagram and photos of entire system are required to be done before disassembly. All wires must be marked and labeled. This ensures accurate and easy assembly at Destination.
- **Wires in the Walls:** Transferees may ask to have wires removed from walls if concealed. Please note this is not a standard practice of MSS or audio companies. Any wires / cables that cannot be easily accessed will need to be quoted and replaced at Destination.
- **Packing of System:** MSS is not responsible for the packing of components. MSS is responsible for packing of wires, remotes, and all manuals for components. Place in MSS Parts Box and mark with MSS Tape.

Home Theater – *Destination*

- **Survey:** Survey should be completed to gauge scope of work. MSS primary technicians can perform connects of smaller systems. Larger systems or V.I.P transferees may require professional Audio / Video specialists.



MSS Service Quick Tips

- **Note:** The new home floor plan may require a different configuration from the Origin home potentially influencing the scope of work and costs.
- **Quote:** Should include room(s) where installation will take place, audio components being connected, installation methods, materials needed and how many technicians / hours it will take. Operations to provide quote in detailed breakdown from survey results.
- **Install:** Once quote is authorized.

Hot Tub – *Origin*

- **Check Electrical Connection:** If 110 volt outlet, can be simply unplugged. If 220 volt system, it is likely "hard wired" and could need licensed electrician to disconnect.
- **Drain tub:** This is a large volume of water. Special consideration is needed when determining where water is to be drained.
- **Winterization:** If tub is going to storage or cold climate, all lines and pump should be opened and water vacuumed to prevent damage from freezing.

Hot Tub – *Destination*

- **Quotable Service:** Mover / Transferee needs to specify what service they are requesting: placement of tub, electrical connect, filling, etc.
- **Survey:** STRONGLY RECOMMENDED to ensure accurate costs will be quoted and scope of work can be estimated correctly.
- **Authorization:** Once survey quote approved, services (placement of tub, electrical connect, filling) will generally require a specialist.

Icemaker – *Origin*

- **Inventory:** Check condition of floor (before), note any exceptions, and have Transferee sign off.
- **Operations Check:** Make sure water dispenses.
- **Turn Icemaker to the OFF Position**
- **Waterline:** Turn off valve, disconnect icemaker line from both valve and refrigerator solenoid (located at rear of refrigerator) and cap valve.
- **Draining Water:** Remove water from solenoid, water filter, water lines and reservoir. Water filter then wrapped and placed in Crisper drawer.
- **Unplugging Refrigerator:** Upon completion of service, technician should return refrigerator as it was prior to service. (plugged-in or unplugged)
- **Final Check of Floor Condition:** Note any exceptions and have Transferee sign off.
- **Note:** R/R of refrigerator doors is an additional service provided by MSS. It is IMPORTANT technicians put doors back on once fridge is out of home. Damage can occur during transit if doors are not put back on.



MSS Service Quick Tips

Icemaker – *Destination*

- **Inventory:** Check condition of floor (before), note any exceptions, and have Transferee sign off.
 - **Waterlines:** Connect Icemaker line to home water supply and refrigerator solenoid. Inspect connections for leaks.
 - **Turn Icemaker to the ON Position**
 - **Operations Check:** Make sure water dispenses.
 - **Final Check of Floor Condition:** Note any exceptions and have Transferee sign off.
-

Light Fixture – *Origin*

- **Inventory:** Note condition and any exceptions.
- **Operations Check:** Confirm lights work. Note all exceptions and have Transferee sign off.
- **Power:** Turn off power at breaker.
- **Canopy:** The cover that conceals the electrical connections. Considered part of the light fixture, should be removed and packed with the light fixture.
- **Electrical Connections:** Disconnect all connections including grounding wire.
- **Chain:** If hanging from chain, remove chain link so the light fixture can be taken away.
- **Capping Wires:** Cap all exposed wires and install cover plate.

Light Fixture – *Destination*

- **Placement:** Confirm with Transferee where light is to be placed.
 - **Power:** Turn off power at breaker.
 - **Hang:** Secure fixture to box. Connect and cap wiring.
 - **Note:** Technician needs to confirm the electrical box can support weight of light fixture. If unsure electrician may be needed and quote will be provided from operations.
 - **Operations Check:** Ensure correct installation and placement of light with Transferee and have them sign off.
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Piano – *Origin*

- **Inventory:** Note any exceptions on Piano Inventory form, check condition of floor, take photos, and have Transferee sign off.
 - **Lid:** Most often, piano lids are removed for transit. Remove hinge pins and place lid aside. Hinges may be reversed to protect piano body during transit. Hinge pins may be reinserted and secured or placed in an MSS Parts Box.
 - **Foot Pedals:** Remove and place carefully aside for Move Crew.
 - **Locking Action:** If requested, lock keys.
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MSS Service Quick Tips

- **Legs:** Remove and place carefully aside for Move Crew.
- **Piano Body:** Place on floor or piano board if available.
- **Note:** MSS does NOT provide piano board! Confirmation needs to be made with Mover if technicians are to be present day of load so Move Crew's piano board can be used.

Piano – *Destination*

- **Inventory:** Review external condition, check condition of floor, note any exceptions and have Transferee sign off.
- **Location:** Ask Transferee to confirm final location.
- **Assembly:** Attach legs, foot pedals and lid.
- **Action:** Unlock action if required.
- **Operations Check:** Test all keys to make sure hammers are striking properly.
- **Piano Tune:** Is not part of normal assembly. This is a standard rate and authorization needs to be obtained. A specialist is used to perform this service.
- **Note:** Typically piano should acclimate to indoor climate for 2 weeks before tuning is performed.

Pinball Machine – *Origin*

- **Inventory:** Note condition and any exceptions.
- **Operations Check:** Confirm machine is operational (electrical and mechanical). Note all exceptions and have Transferee sign off.
- **Head of Machine:** Remove rear panel and wiring harnesses, label and disconnect. Head can now be removed (bolts usually on bottom).
- **Main Body:** Secure any wiring harnesses of main body.
- **Legs:** Remove in most cases.
- **Loose Parts:** Keys, balls, etc. are MSS responsibility. A list should be noted on Origin form and all pieces should be placed in MSS Parts Box.

Pinball Machine – *Destination*

- **Location & Setup:** Confirm location for setup.
- **Setup:** Place legs back on, reconnect all wiring harnesses, attach and secure head of machine.
- **Operations Check:** Check all functions (electrical and mechanical) with Transferee.



MSS Service Quick Tips

Pool Table – *Origin*

- **Inventory:** Check condition of floor and table, note any exceptions on Pool Table Inventory form and have Transferee sign off.
- **Rails and Pockets:** Remove first. Pockets are to be placed in MSS Parts Box. Move Crew to wrap and load rails.
- **Felt:** Remove from bed of table. Remove staples as well. Confirm if felt is reusable at destination.
- **Packing Felt:** Roll felt around 2 cue sticks and pad wrap. Never fold felt as it can cause creasing and cause damage.
- **Slates:** Mark and remove from body of table. Crate if requested.
- **Legs:** Remove and disassemble base.
- **All Parts:** Use MSS Parts Box for rail bolts, pockets and other hardware.
- **Note:** Confirm with Move Crew pool table base is disassembled enough to be moved out of home.

Pool Table – *Destination*

- **Inventory:** Check condition of Pool Table pieces and floor prior to assembly, note any exceptions and have Transferee sign off.
- **Location:** Ask Transferee to confirm final location. Cannot be moved once assembled.
- **Base:** Assemble and level.
- **Slates:** Move Crew customarily places slates in final room location as “moving slates” are not part of standard pool table service. Should slates need to be moved, MSS may request authorization on a case by case basis. Slates are then secured to base.
- **Felt:** Stretch and attach.
- **Rails and Pockets:** Reinstall to complete assembly.
- **Confirmation:** Confirm with Transferee table is level (roll ball on table), felt is in good condition and have Transferee sign off.

Rigging – *Origin*

- **Initial Call to Client / Transferee:** If Transferee is available, ask "How did piece(s) originally get into residence? Do you recall if it was placed by hand-hoist, crane, forklift, etc.?" This information will assist operations in selecting appropriate crew to survey.
- **Placement:** Confirm with Client where we are putting piece(s); driveway, truck, storage, etc.
- **Survey:** Should be completed to gauge scope of work. MSS primary technicians can manage less complicated hoists. Larger hoists or those requiring permits should be performed by a licensed crane company.
- **Survey Results:** Survey results should include necessary equipment, labor, permits, and/or other requirements (e.g., R/R window, banister).



MSS Service Quick Tips

- **Authorization:** Once survey quote approved, rigger is responsible to inventory both items and property before and after service, note any exceptions and have Transferee sign off.
- **Rigging:** Rigging company, Mover, and Transferee each need to confirm rigging appointment time. It can be costly if rigger shows up at wrong time!
- **Note:** Driver phone number should be obtained. Driver (truck) often needs to be present when rigger performs service.

Rigging – *Destination*

- **Confirm Storage:** Make sure piece(s) can be stored and protected from weather at residence if needed. Otherwise, accommodations may need to be made with Mover for warehouse storage.
- **Survey:** Should be completed to gauge scope of work. MSS primary techs can handle small / less complicated hoists. Larger hoists or those requiring permits should be performed by a licensed crane company.
- **Survey Results:** Survey results should include necessary equipment, labor, permits, and/or other requirements (e.g., R/R window, banister)
- **Authorization:** Once survey quote approved, rigger is responsible to inventory both items and property before and after service, note any exceptions and have Transferee sign off.
- **Rigging:** Rigging company, Mover, and Transferee all need to confirm time rigging is taking place. It can be costly if rigger shows up at wrong time!
- **Note:** Driver phone number should be obtained if necessary.

Swingsets/Playhouses – *Origin*

- **Inventory:** Note condition and any exceptions, take photos, and have Transferee sign off.
- **Note:** Important to document overall condition (e.g., good/fair/poor), exceptions (e.g., rotted, weathered, rusted) and hardware (e.g., rusted, missing).
- **Disassemble:** Label pieces as they are removed to aid in reassembly.
- **All Parts:** Label as removed to aid in assembly at Destination. Use MSS Parts Box for hardware.
- **Confirmation with Move Crew:** Swingset is dismantled to the point it is easily handled by the move crew. Most often, it is not necessary to disassemble completely.

Swingsets/Playhouses – *Destination*

- **Final Location:** Have Transferee confirm prior to reassembly. May not be able to reposition once fully assembled.
- **Unlevel Ground:** If requested location is not level, and Swingset reassembly may be a safety issue, contact MSS. Additional authorization may be required for leveling/landscaping.
- **Assemble:** Use photos, labeling or other information provided by origin technician used to reassemble.
- **Safety Check:** Test safety integrity once assembly complete.



MSS Service Quick Tips

Trampoline – *Origin*

- **Inventory:** Note any exceptions and have Transferee sign off.
- **Safety Netting System:** Remove netting system first. Knots need to be untied. Knots are NOT cut. If there is a circumstance where knots need to be cut, technician needs to contact MSS so Client may be advised.
- **Trampoline Mat:** Remove Mat from frame by removing springs.
- **Frame Disassemble:** Label pieces as they are removed to aid in reassembly. Pieces are neatly organized and accessible for Move Crew.
- **All Parts:** Label as removed to aid in assembly at Destination. Use MSS Parts Box for hardware.

Trampoline – *Destination*

- **Final Location:** Ask Transferee to confirm prior to reassembly.
- **Unlevel Ground:** If requested location is not level, and reassembly may be a safety issue, contact MSS for assistance.
- **Assemble:** Use photos, labeling or other information provided by origin technician used to reassemble
- **Reattachment of Safety Netting System:** If knots were cut at Origin technician needs to call MSS immediately. MSS Customer Service needs to review to make sure this was noted at Origin.
- **Safety Check:** Test safety integrity once assembly complete.

Washer – *Origin*

- **Inventory:** Check condition of floor (before) and unit, note any exceptions, and have Transferee sign off.
- **Operations Check:** Ensure machine fills, spins, agitates and drains properly.
- **Unplug Machine:** Unplug the electrical cord. Roll up the electrical cord neatly at the back of the machine. Do not use tape to secure the cord.
- **Drain Pump:** Use vacuum to remove water.
- **Fill Hoses and Drain Hoses:** Remove, package and place in drum.
- **Water Valve:** Cap and test for leaks.
- **Secure Drum:** Several techniques used are dependant on make and model.
- **Control Panel:** Shrink wrap to provide protection during transit.
- **Final Check of Floor Condition:** Note any exceptions and have Transferee sign off.

Washer – *Destination*

- **Inventory:** Check condition of floor (before) and unit, note any exceptions, and have Transferee sign off.
- **Level Machine**



MSS Service Quick Tips

- **Remove Stabilizing Kit:** Front load kits are to be left with the Transferee.
- **Connect Fill and Drain Hoses:** Replace hose washers prior to connection.
- **Plug In Machine:** Run operations check by making sure machine fills, spins, agitates and drains. Confirm with Transferee washer is working properly and no leaks.
- **Final Check of Floor Condition:** Note any exceptions and have Transferee sign off.

Waterbed – *Origin*

- **Bladder:** Part of bed that holds water. There are a variety of types, but generally comes as one mattress or several tubes.
- **Drain Water from Bladder:** Two safest places is bathroom tub or toilet. Pump should be used to evacuate "ALL" water.
- **Electric Pump:** It is strongly recommended a pump is used to drain water. Without pump draining could take many hours.
- **Bladder Service:** Remove and properly fold. Care needs to be taken to protect baffles. Technician's responsibility to pack in carton (generally will fit in dish pack or wardrobe box) unless instructed otherwise. Label and seal carton with MSS tape.
- **Liner:** Remove from frame. Inspect and note any exceptions. To be packed with bladder or include in MSS Parts Box.
- **Heating Element:** Perform operations check and note any exceptions. To be packed with bladder or include in MSS Parts Box.
- **Disassembly:** Disassemble frame of bed and label.
- **All Parts:** Label as removed to aid in assembly at Destination. Use MSS Parts Box for hardware.

Waterbed – *Destination*

- **Final Location:** Ask Transferee to confirm prior to reassembly. Waterbeds cannot be moved once filling begins because of weight.
- **Assembly:** Assemble frame, place heating element directly on plywood base, place safety liner and finally place bladder.
- **Fill Bed:** Use hoses and special faucet adapters. Anti-foaming and fungus agents should also be used. The bed should be filled to the level confirmed by the Transferee.