TRANSCORP
REMOVALS & STORAGE

MOVING FAMILIES STRESS-FREE FOR OVER 40 YEARS

HOUSE REMOVAL GUIDE

Customer Moving Guide

Everything you need to know before moving day — prohibited items, packing requirements and fridge preparation.

Tap any item in the contents to jump straight to that section.

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What's Inside

This guide outlines items that must not be transported, items you should keep with you, and the preparation required for appliances such as refrigerators. If you are unsure whether an item can be transported, please contact Transcorp before moving day.

HOW TO USE THIS GUIDE

This is an interactive PDF. Click or tap any section below to jump straight there — no scrolling required. Every page has a “Back to contents” link in the top right, and your PDF reader's bookmarks panel lists all 14 sections.

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NOT SURE ABOUT AN ITEM?

Contact Transcorp on **1300 466 838** before moving day rather than placing it into a carton or presenting it to the removal team for loading.

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Preparing for Your Move

Moving day runs much more smoothly when your household is properly prepared before the removal team arrives.

This guide outlines items that must not be transported, items you should keep with you, and specific preparation required for appliances such as refrigerators.

If you are unsure whether an item can be transported, please contact Transcorp before moving day.

> **WHAT TO DO NEXT**
> Work through the 14 sections in the **contents**, then use the **Moving Day – Final Customer Check** list on the last page as your tick-off sheet the day before your move.

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1 Items That Must Not Be Transported

For the safety of our customers, removal crew and other goods being transported, certain items cannot be loaded onto a removal vehicle.

Fuels & Gases

The following items must not be transported:

- Petrol
- Diesel
- Kerosene
- LPG or propane tanks
- Gas cylinders
- Fuel containers
- Fuel-containing equipment where the fuel has not been properly drained
- Lithium batteries over 100 watts

Even a small amount of fuel in a lawn mower, generator or other equipment can create a significant fire risk.

GAS BARBECUES

If you have a gas barbecue:

- Disconnect the gas cylinder before the removal team arrives.
- The gas cylinder must not be loaded onto the removal vehicle.
- Ensure the barbecue and associated equipment are safe and ready for transport.

FUEL-POWERED EQUIPMENT

Fuel must be completely drained from equipment such as:

- Lawn mowers
- Generators
- Chainsaws
- Pressure washers
- Other petrol-powered machinery

Our removal team may inspect these items before loading.

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2 Chemicals

The following household chemicals must not be packed into removal boxes or loaded onto the removal vehicle:

- Paint
- Paint thinner
- Turpentine
- Pesticides
- Herbicides
- Pool chemicals
- Solvents
- Other hazardous chemicals

These products can leak, damage other household goods and potentially produce harmful fumes inside a closed vehicle.

CHECK THESE AREAS BEFORE MOVING

Customers should check:

- Under kitchen sinks
- Garages
- Garden sheds
- Workshops
- Laundry cupboards
- Pool equipment areas

It is easy to overlook chemicals that have been stored for a long time.

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3 Corrosive Products

Corrosive substances can damage packaging, furniture and other household goods.

Examples include:

- Drain cleaners
- Battery acid
- Strong cleaning chemicals
- Corrosive industrial or household products

These items must not be transported.

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4 Explosives & Ammunition

Explosive or potentially explosive items must not be transported.

Examples include:

- Fireworks
- Ammunition
- Flares
- Explosives
- Other items capable of causing an explosion

Do not place these items into moving boxes or present them to the removal crew for transport.

> If you are unsure about an item, contact Transcorp on **1300 466 838** before moving day.

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5 Aerosols & Pressurised Containers

Aerosol cans and other pressurised containers require particular care.

Examples include:

- Deodorant
- Hairspray
- Spray paint
- Insect repellent
- Some cleaning products
- Other pressurised aerosol containers

These items can become dangerous when exposed to high temperatures or damaged during transport.

> Do not pack aerosols into removal boxes unless Transcorp has specifically confirmed that the item can be transported.

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6 Batteries

Certain batteries require special consideration because they can leak, overheat or short-circuit.

Examples include:

- Car batteries
- Large lithium batteries
- Large rechargeable battery packs
- Batteries for power tools
- Other high-capacity batteries

POWER TOOLS

Where applicable:

- Remove batteries from power tools.
- Keep batteries separate from the equipment.
- Contact Transcorp if you are unsure whether a particular battery can be transported.

Small household batteries may be acceptable in some circumstances, but please check with Transcorp before packing them.

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7 Perishable Food

Perishable food should not be transported in the removal vehicle.

Examples include:

- Frozen meat
- Dairy products
- Fresh fruit and vegetables
- Open sauces
- Refrigerated food
- Other food requiring refrigeration

A removal can take several hours, and interstate moves can take considerably longer. Food can spoil and leak, potentially damaging other household goods.

BEFORE MOVING DAY

We recommend:

- Using up frozen and refrigerated food in the weeks before your move.
- Avoiding a large grocery shop immediately before moving.
- Donating suitable unopened pantry goods.
- Disposing of opened, expired or unsuitable food.

Canned and sealed pantry goods may be transportable, but they can add considerable weight to cartons. Please check with Transcorp if you are unsure.

HELPFUL TIP

Start a “use it up” meal plan a couple of weeks before moving day. This can reduce waste, save money and make moving day much easier.

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8 Plants & Living Vegetation

Plants require special consideration when moving.

Plants can:

- Break during transport
- Spill soil
- Damage other household goods
- Be affected by temperature during transport
- Be subject to biosecurity or quarantine restrictions when moving interstate

INTERSTATE MOVES

If you are moving interstate, you are responsible for checking the applicable biosecurity requirements for your destination state or territory.

Do not assume that plants can automatically be transported across state borders.

LOCAL MOVES

Some smaller plants may be transportable for local moves, subject to Transcorp approval and suitable conditions.

Where practical, customers should consider transporting valuable or delicate plants themselves.

PREPARING PLANTS

If you are transporting plants yourself:

- Water them appropriately before the move.
- Protect pots from damage.
- Secure plants so they cannot fall over.
- Avoid leaving plants in a hot vehicle.

Large garden plants may require specialist removal or alternative arrangements.

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9 Pets & Animals

Pets and animals must not be transported in the removal vehicle.

This includes:

- Dogs
- Cats
- Birds
- Fish
- Hamsters
- Rabbits
- Reptiles
- Other household animals

The rear of a removal truck is not an appropriate environment for animals and can become hot, dark and poorly ventilated.

MOVING PETS

Customers should arrange to:

- Transport pets in their own vehicle, where appropriate.
- Use a suitable pet transport service.
- Keep pets safely secured and away from the removal activity.

FISH & AQUARIUMS

Fish require particular care. Before the move:

- Drain the aquarium.
- Arrange appropriate transport for the fish.
- Transport fish separately and safely.
- Ensure the aquarium is properly prepared for transport.
- Set up the aquarium at the new property before returning the fish, where possible.

Never place live fish or animals inside the removal truck.

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10 Important Documents & Personal Records

We strongly recommend that customers keep important personal documents with them rather than placing them in removal cartons.

Examples include:

- Passports
- Birth certificates
- Wills
- Property documents
- Tax records
- Financial records
- Personal identification
- Important legal documents
- Other irreplaceable paperwork

> Keep these documents in a clearly identified personal bag or secure container and transport them yourself.

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11 Valuable Items

Customers should consider personally transporting particularly valuable or irreplaceable items.

Examples include:

- Jewellery
- Cash
- Bank cards and financial items
- Rare collectibles
- Valuable electronics
- Important personal items
- High-value artwork
- Other irreplaceable possessions

Removal companies may have specific terms and limitations regarding liability for high-value goods.

If an item is extremely valuable or irreplaceable, we recommend keeping it with you wherever practical.

> If you have an unusually valuable item requiring specialist handling, please discuss this with Transcorp before moving day.

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12 Sentimental & Irreplaceable Items

Some possessions may have little financial value but are extremely important to you.

Examples include:

- Family photographs
- Family heirlooms
- Children's artwork
- Personal memorabilia
- Letters and keepsakes
- Items with significant sentimental value

Consider keeping these items with you during the move.

> **If you could never replace it, consider carrying it yourself.**

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13 Fridge & Freezer Preparation

Refrigerators and freezers require preparation before the removal team arrives.

Switch Off – At Least 24 Hours Before Moving

- Switch the fridge off at the wall at least 24 hours before it is due to be moved.
- Unplug the power cord.
- Allow the appliance to completely defrost.
- For freezer compartments that develop ice, open the doors and allow the ice to melt naturally.
- Place towels around the base to collect melting water.
- Check the towels regularly and replace or wring them out as required.

Empty the Fridge Completely

Remove:

- All food
- Shelves
- Trays
- Crisper drawers
- Door shelves
- Other loose components

Removable components should be packed and protected separately.

Clean the Fridge

Clean the interior using warm water and a small amount of mild detergent. Clean the fridge and freezer compartments, shelves, trays, drawers, seals and corners. After cleaning, wipe all surfaces with clean water to remove any detergent residue.

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Fridge & Freezer Preparation (continued)

Dry Thoroughly

The fridge must be completely dry before it is moved. Use a clean towel to dry:

- Internal walls
- Corners
- Door seals
- Shelves
- Drawers
- Freezer compartment
- Base of the appliance

Leave Doors Slightly Open

Once the fridge has been cleaned and dried:

- Leave the fridge and freezer doors slightly ajar for several hours or overnight.
- This allows remaining moisture to evaporate.
- Do not close the doors fully while the appliance is waiting to be moved.

> This helps prevent mould, mildew and stale odours.

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14 Moving Day – Final Customer Check

Before the removal team arrives, please ensure:

- [ ] All prohibited items have been removed see section
- [ ] Fuel has been drained from applicable equipment see section
- [ ] Gas cylinders have been disconnected and removed see section
- [ ] Chemicals and hazardous products have been removed see section
- [ ] Perishable food has been dealt with see section
- [ ] Pets and animals are safely secured away from the removal area see section
- [ ] Important documents are kept with you see section
- [ ] Valuable and irreplaceable items have been separately secured see section
- [ ] Fridge has been switched off at least 24 hours beforehand see section
- [ ] Fridge/freezer has been completely defrosted see section
- [ ] Fridge has been cleaned and completely dried see section
- [ ] Fridge doors have been left slightly ajar see section
- [ ] All loose fridge shelves and drawers have been removed and secured see section

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Safety First

The purpose of these requirements is to protect you, our removal team, your household goods and other customers' goods being transported in the vehicle.

If you are unsure whether an item can be transported, please contact Transcorp before moving day rather than placing the item into a carton or presenting it to the removal team for loading.

STILL HAVE A QUESTION?

1300 466 838

enquiries@transcorpaustralia.com.au

Our team is happy to confirm whether an item can be transported before moving day.

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Moving families stress-free for over 40 years • AFRA Accredited

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