

# INSTALLATION OF RANGE COOKERS AND AMERICAN-STYLE FRIDGE FREEZERS

## About our suppliers' installation service

You will be contacted by telephone after purchase by the supplier for a pre-delivery survey. To ensure your installation is a success we would appreciate you taking a moment to familiarise yourself with some of the questions you may be asked.

## General questions about your delivery

- Is the road to your house abnormally narrow? (If your local authority use a normal dust-cart to empty your bin the supplier should have no difficulty with access)
- Are there any difficulties parking outside your home? (Yellow lines, parking permits or perhaps you live on a main road)
- Are there any tight turns, narrow gaps or doorways on the route through your house?
- If the appliance isn't being delivered to the ground floor, is there a lift available? If not, will the stairs allow adequate access without any tight turns?
- Are there any obstructions that your appliance may have to be lifted over? (Garden walls, kitchen island or breakfast bar)

## If you've bought a range cooker

- Is there a gas supply with bayonet fitting within 1 metre of the appliance gas inlet pipe? (Point to point)
- Is there an electrical outlet of a suitable amperage within 1 metre of the cable inlet of the appliance? (Point to point)
- Have you disconnected the existing cooker (if applicable) and removed it from the installation area?

## Examples of problems that may prevent the supplier installing your range cooker

- If your gas or electricity supply cannot be turned off
- If your gas or electricity supply are deemed to be unsafe

## If you've bought an American-style fridge freezer

- Is there a 3-pin electrical socket within metre of the appliance?
- Is there a standard domestic ( $\frac{3}{4}$ " male BSP) appliance water connection point situated within 1 metre of the appliance?
- Have you disconnected the existing fridge freezer (if applicable) and removed it from the installation area?

## Examples of problems that may prevent the supplier installing your American-style fridge freezer

- If your water supply cannot be turned off
- If your water supply is deemed to be unsafe
- If you have low water pressure

**Please note:** If for any reason the supplier's installation agents are unable to connect your range cooker or American-style fridge freezer, we will refund your connection fee and recommend you seek the services of a specialist installer. The connection service does not include carpentry, plumbing or electrical work.

