John Lewis

For more information about our services please visit johnlewis.com/services

If you'd like to read this literature in an alternative format please ask one of our Partners.

You can find lots more online at johnlewis.com

Our technology services

We've got all the specialist help and support you need for your TV and computer.



Featured on the front cover: James Probert, Selling Partner, Audio and Television

John Lewis department stores SD838-98 / 07.12



How can we help you?

When you buy a new TV or computer, you'll want to get it set up perfectly and with the minimum of fuss. If you don't have the time or inclination to do it yourself, why not ask our experts to come and do it for you? We offer a wide range of technology installation and support services, all carried out by our specially trained experts, with the good service and workmanship you'd expect from us.

You can book an appointment when you make your purchase, or talk to us to find out more. All our televisions come with a 5-year guarantee included at no extra cost, and when you buy your computer from us you automatically get a 2-year guarantee included, plus 90 days of free software support.

Expert services to choose from

Here's an overview of what we offer; you'll find each of the services below described in more detail within this leaflet. If you need further help or information, please talk to one of our Partners.

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Want help to set up your new TV?

With the number of things they connect to, today's sophisticated TVs can sometimes be tricky to get up and running. From tuning in your channels to connecting your recorder or home cinema system, there can be lots to do before you can sit down and watch.

If you'd rather let us take care of things, we can come to your home and provide a range of different services to get your TV set up, as well as explaining the everyday controls and functions.



TV set up

Small screen (up to 26") £47 Large screen (over 26") £55

- We'll supply, unpack and assemble any accessories, such as a stand
- Then we'll connect your TV to the aerial, turn it on and tune to all available channels
- We'll connect the TV to up to three existing devices (e.g. DVD, video or satellite box)



Home cinema system set up

£55 or £30 if bought with TV set up (see above)

- We'll supply, unpack and connect all the components in your home cinema system (amps, speakers, etc.)
- We'll set the right sound levels for you

Please note that our TV set-up service doesn't include:

- Provision of brackets, stands, freeview box, DVD/VCR cables, adaptors or extension leads
- Installation of Sky or cable system.
- Wall mounting amplifiers or speakers, or setting up speaker stands
- Laving cabling under carpets or flooring
- Disposal of old equipment or packaging

Want to wall mount your TV?

Flat screen TVs are designed to be hung on your wall; it makes best use of your space, and keeps your TV out of children's reach. If you don't fancy doing it yourself, our experts can come to your home, mount your TV on the wall, and set it up for you – and your home cinema system too, if you'd like.



TV wall mounting

Small screen (up to 26") £99 Large screen (over 26") £125

If you would like us to set up your home cinema at the same time, please add £30 to the prices above

- First we'll call you to check that your wall and location is suitable
- We'll come to your home, unpack and fit the brackets (sold separately), mount your TV, set it up and run all the cables neatly along your wall
- We'll connect the TV to up to three existing devices (e.g. DVD, games console or satellite box)



Enhanced TV wall mounting

The price depends on your TV size and starts from £179

This more specialist job involves mounting your TV and concealing the cables in a wall cavity or solid wall channel.

- First we'll call you to check that your wall and location is suitable
- Then we'll come to your home, unpack and fit the brackets (sold separately), mount your TV, set it up and conceal all interconnecting cables
- We'll connect the TV to up to three existing devices (e.g. DVD, games console or satellite box)

Please note that our TV wall-mounting services don't include:

- Provision of brackets, stands, freeview box, DVD/VCR, cables, adaptors or extension leads
- Installation of Sky or cable system.
- Wall mounting amplifiers or speakers, or setting up speaker stands
- Laying cabling under carpets or flooring
- Disposal of old equipment or packaging

Need to improve your digital TV reception?

These days, a wide range of satellite and digital packages are available, with various dishes, boxes and cables. If you choose Freesat, the high definition free satellite service, our experts can install it in your home and set it up with the minimum of fuss.



Freesat set up

In one room £78 – In two rooms £115

- We'll supply and mount your satellite dish, providing the necessary standard brackets and up to 10m of cable
- We'll connect it to your Freesat device and set it up for you
- We'll give you a quick demonstration of the main controls



Freesat PVR set up

In one room £99 – In two rooms £179

- We'll supply and mount your satellite dish, providing the necessary standard brackets and cables
- We'll connect it to your Freesat PVR device and set it up for you
- We'll give you a quick demonstration of the main controls



Setting up your digital TV aerial £189

In order to get the best digital TV reception you may need a new aerial. Let us take care of providing and installing it.

- We'll supply, deliver, unpack and install your digital TV aerial
- We'll mount and fix it to the wall or chimney using standard brackets and up to 15m of cabling
- We'll connect it to your new or existing digital TV

NB. Our Freesat installation service doesn't include:

- Installation of more than one mesh type dish over 80cms
- Connection or feed into more than two rooms
- Installation at above 10m
- Provision of specialised access equipment such as a crane, or non-standard mounting equipment such as extra large wall brackets
- Cable over 15m in length and/or specialist trunking
- Permits for road closures for installation
- If you require any additional services these may cost extra and mean additional visits – please discuss with us

Additional charges may also apply for roof mounting, ballas and extra cable. This service requires a Freesat-compatible TV or set-top box.

Need to get your computer up and running?

Whether you're new to computing or simply don't have the time to do it yourself, our expert services will take all the hassle and worry out of setting up your new computer, helping you get it connected, safe to use, and working to its full potential.



Standard computer set up £59

If you need to set up your new computer at home, and connect it to your existing wireless networks and printers, our experts will come to you and:

- Unpack and set up your new computer
- Install your operating system and updates, and set up parental controls and security options
- Install, set up and update supplied antivirus software
- Connect to your existing home network
- Set up and connect to your new or existing printer



Enhanced computer set up £79

Perfect if you need to create a new wireless home network and get your new computer set up and connected to it. Our experts will come to you and:

- Set up your user accounts
- Update pre-installed antivirus software, and set up parental controls
- Ensure all updates are in place and create your backup and recovery discs if required
- Install, activate and register any additional programmes
- Set up your new wireless network



Premium computer set up £99

Our most comprehensive set up, this includes all the benefits of our enhanced set up service, as well as transferring data and files from your old machine. Our experts will come to you and:

- Set up your user accounts
- Update pre-installed antivirus software, and set up parental controls
- Ensure all updates are in place and create your backup and recovery discs if required
- Install, activate and register any additional programmes
- Set up your new wireless network
- Transfer up to 20GB of data or files from your old computer

Need to health check your computer or remove data?

If your computer is running slowly or misbehaving, our experts can find out why, and make the necessary changes to get it back to performing at its best. And if you're planning to resell, recycle or dispose of your computer, we can remove all your personal data to give you real peace of mind.



Computer health check £79

A regular check up will make sure that your computer is working as well as it possibly can. With this useful service, our experts will:

- Check for and remove any viruses, trojans or malware (malicious software such as phishing or spyware)
- Check your computer hardware to make sure it's working efficiently
- Remove old programmes that you no longer use
- Implement default settings, ensure your data is protected and set up parental controls if required
- Recommend additional software, hardware, online data backup or any ongoing technical support services that will help ensure your computer keeps running efficiently



Data Cleanse £89

Whether you recycle your old computer for parts or resale, it's good for the environment. This service ensures no data is left behind, so it's good for your peace of mind too. Our experts will:

- Remove all data, personal details and operating system (including all banking details and passwords if they have been saved)
- Overwrite old data using government-certified erasure software, so you can be sure your details are safe

Terms and conditions

How to order

Please visit or call your nearest shop to make a booking.

How to pay

Payment for services is usually taken at the same time as your product is purchased. If you order the service after purchasing your goods, you'll need to pay by phone or in the shop. We cannot take payment from you at your home. If paying by credit card you must be over 18 years of age.

Appointment times

Appointments are usually made between Monday – Saturday, 8am – 6pm, subject to availability. In certain circumstances (such as bad traffic or weather) there may be an inevitable delay. If we are experiencing difficulties in getting to you within these hours we will contact you and give you an approximate time of arrival.

Cancellations

You may cancel any order within 24 hours of your appointment provided that we have not (with your agreement) started to perform the service already. If you do need to cancel, please contact the shop in which you made your order to discuss your refund. Our usual refund policy does not apply unless the services provided are faulty. This does not affect your statutory rights.

Additional information

Please check that there are enough power points near your TV or computer before you book our consultant to come to you. If you're getting your computer set up, please check that there's a telephone point within easy reach.

Any necessary electrical work involving mains wiring, socket fitting etc needs to be carried out prior to installation or set up of your computer or TV, so please make sure this is completed before your appointment.

Our consultants will not be prepared to connect your equipment to electrical points they feel are unsafe. We reserve the right to refuse to provide the services to any individual or company.

All prices are correct at time of going to print.

Our details

For Customer services, please contact your local shop.

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