

You can find this information and lots more online
at johnlewis.com/installations

For more information on any of our services,
or if you would like to read this literature in an
alternative format, please ask one of our Partners.

EASY INSTALLATION



We can install your new appliance
and disconnect and dispose
of your old one too

JOHN LEWIS
& PARTNERS

When you buy a new home appliance from us, our experts can install it when we deliver it to your home.

Our installation services make it easy to get up and running, and they're carried out by our specially-trained delivery Partners with the great service and workmanship you'd expect.

Find out exactly what we can do for you, and use our handy tickboxes to make sure you've done everything you need so that we can install your new appliance successfully for you.

We offer an optional installation service on these appliances:

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Need us to install your new appliance?

What we'll do

- Disconnect and remove your old appliance
- Safely connect your new appliance and ensure that everything is working properly
- Remove and responsibly dispose of all packaging
- If you've requested a Fridge Door Reversal, (this is an extra service), we'll reverse the doors to provide the most convenient fit in your kitchen

What you need to do

Please make sure you can answer 'yes' to all the following points before we arrive, so that we can install your new appliance successfully.

Washing machines/tumble dryers/dishwashers

- Is your installation location within 1m of the water, waste and power supplies?
- If it's a freestanding product do you have a 13amp 3-pin plug socket to connect it to?
- Will your new product fit in the space allocated?
- If it's an integrated or semi-integrated product, have you modified the units to house the new appliance if you're having a change?
- Do you know how to turn off your mains water if necessary?
- Have you drained your current appliance before the installation?
- If you're having a tumble dryer connected is there an existing vent near your installation location?
(Not needed if it's a condenser dryer)

Please note: If your water connection valve has seized due to limescale we'll do our best to disconnect your appliance, but in some cases you may need to source your own plumber to fix this. A seized valve is more likely to happen in hard water areas.

Fridges and Freezers

- Is the power supply within 1m of the installation location?
- If it's a freestanding appliance, do you have a 13amp 3-pin plug to connect it to?
- Will the appliance fit in the installation location?
- If it's an integrated appliance is the door split on the new product the same as the old, or have you made the changes to your units if not?

Disposal service

- If it's a washing machine or dishwasher, have you drained it?
- If it's a freezer/fridge freezer, have you defrosted it?
- Have you disconnected your appliance?

Please note that we reserve the right to refuse to collect any item we believe constitutes a health and safety risk to our Partners, or anyone working on our behalf.

Need help with your cooker or hob installation?

What we'll do

- Disconnect and remove your old appliance
- Safely connect your new appliance and ensure that everything is working properly
- Remove and responsibly dispose of all packaging

What you need to do

Please make sure you can answer 'yes' to all the following points before we arrive, so that we can install your new appliance successfully.

Cooking appliances

- Is the power supply within 1m of the installation location?
- If it's a gas or dual fuel appliance, is there a power supply and a prepared gas supply within 1m of the installation location?
- Does your power supply have a compatible amperage with the product you've chosen?
- Have you checked that the new appliance will fit in the chosen location?
- If you're changing from a freestanding appliance to a built in/under appliance, have the units been prepared to accommodate the new product?
- If you're having a hob installed has the worktop been cut to accommodate it if necessary? (We can only do minor alterations to a wooden worktops)
- If you are having a hob or cooker installed does the clearance space meet the manufacturer's recommendations?
- Do you know where the cooker isolation switch is located?
- Have you removed any flammable materials (such as wallpaper or Formica) from behind the installation location?

Disposal only

- Have you disconnected your current appliance?

Please note that we reserve the right to refuse to collect any item we believe constitutes a health and safety risk to our Partners, or anyone working on our behalf

Important information

If we're fitting a gas appliance, we may have to interrupt your gas supply to allow a safe installation. We'll try to restart any gas appliances in your home, but please note that we can't be held responsible for any appliance that fails to restart, including central heating and gas boilers.

If we're installing a gas appliance in a flat, shared occupancy building or multi-user dwelling, the product must have a flame-suppressant device.

How to order and pay

Please buy your installation or disposal service along with your appliance, either online or in our shops. Please be aware that postcode exclusions for these services may apply - see johnlewis.com/installations for details.

Our registered office is:
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