

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

Need help installing your new appliance?

Choose from our range
of convenient solutions.



Featured on the front cover: Brian Austin, Customer Delivery Installer

John Lewis department stores SD834-98 / 05.14



John Lewis
in store | online | mobile

Experts on Hand

When you buy a home appliance from us, you'll probably want to get it up and running as swiftly as possible and with the minimum of fuss. We'll be delivering your new appliance to your home, so why not let us take care of everything else at the same time?

At John Lewis we offer a wide range of additional services that are designed to take the hassle out of getting a new appliance. From connecting your washing machine, to reversing your fridge door, installing your new dual fuel cooker or disposing of your old one, we'll make life easy for you.

We offer an optional installation service on the following appliances:

Service	Price	Page
Tumbler dryer installation	£8	4
Freestanding washing machine or dishwasher installation	£25	4
Integrated tumble dryer, washing machine or dishwasher installation	£85	4
Freestanding electric cooker	£65	4/5
Freestanding gas cooker	£75	4/5
Integrated electric cooker	£85	4/5
Integrated gas cooker	£95	4/5
Electric/induction hob installation	£85	4/5
Gas hob installation	£95	4/5
Dual fuel cooker installation	£95	4/5
Cooker hood installation	£85	4/5
Fridge or freezer door reversal	£30	6
Disposal of existing appliance	£9	6

Need help with your washing machine, dishwasher or tumble dryer installation?

We will:

- Disconnect and remove your old appliance
- Install your new appliance to the appropriate existing connection point
- Connect your appliance to a three-pin power socket where appropriate
- Give a brief demonstration of the product
- Carry out minor alterations to your kitchen cabinets, if required. Please note that we can alter wood-based worktops but not Corinth, granite or ceramic worktops
- Remove and responsibly dispose of all packaging

Have you checked everything?

Please make sure of the following before you ask us to install your new washing machine, tumble dryer or dishwasher:

- Check that it's possible to turn off your mains water
- If your appliance is under a counter, make sure there's a gap of at least 87cm between the floor and the underside of the worktop
- For integrated/built-under appliances the housing must already be assembled and be the correct dimensions for the new product, as we are unable to undertake carpentry to amend existing carcasses

Need help with your cooker, hob or cooker hood installation?

We will:

- Disconnect and remove your old appliance
- Install your new appliance to the appropriate existing connection point
- Connect your appliance to a three-pin power socket where appropriate

- Give a brief demonstration of the product
- Carry out minor alterations to your kitchen cabinets, if required. Please note that we can alter wood-based worktops but not Corinth, granite or ceramic worktops
- Remove and responsibly dispose of all packaging

Have you checked everything?

Please make sure of the following before you ask us to install your new appliance:

Cookers

- Check that the electric or gas supply is within 1.5m of the installation location
- Check you have the correct amperage supply for your new cooker
- Make sure there's an accessible isolation switch
- Check the gap between the heat source and the object above it is within the manufacturer recommendations
- Ensure there are no combustible materials e.g. wallpaper, behind the heat source
- For gas appliances if you have a conservatory to the rear of the kitchen, this must have an air brick in the wall or additional ventilation
- For integrated/built-under appliances the housing must already be assembled and be the correct dimensions for the new product, as we are unable to undertake carpentry to amend existing carcasses

Cooker hoods

- We'll connect the hood to an existing extractor fan and the correct ducting; as this is not supplied, you must already have the correct type and size of ducting kit
- The aperture must be the correct dimensions for the hood, and for both types of hood the wall or ceiling must be of suitable construction to bear the weight
- We're unable to expand or reduce vent holes, or install a hood where this might contravene the requirements of nearby appliances

Need help reversing your fridge or freezer door?

We will reverse the doors to provide the most convenient fit in your kitchen. Please note that if your new appliance has wiring for electronic door-mounted controls running through the hinges, we are unable to reverse the doors for you.

Need help recycling your old appliance?

For added convenience, we can take away your old appliance and responsibly recycle it on your behalf. Please see our 'Recycling your electrical & electronic goods' leaflet or ask us for more details. Alternatively, you can take your old appliance to a local recycling centre to be recycled free of charge.
(visit www.recycle-more.co.uk to find out more).

Are you ready for your installation?

Please note that we'll be unable to connect your appliance if:

- The installation is in a bathroom, toilet or unheated outbuilding
- You don't have the correct type of connection points to perform the installation correctly (for example the correct amperage for your cooker)
- Your existing connection points/circuits do not conform with either the manufacturer's safety guidelines or the appropriate regulatory requirements (such as Gas Safe)
- Major alteration to your kitchen cabinets is required

For more complicated installations our Partners will guide you through the detail to make sure that we have the best chance of success. If you're unsure about any of the above please come in store and talk to one of our Partners, who will help you find out if we can install your appliance as required.

Want to order our installation services?

To find out more please visit johnlewis.com/installations or go to your local shop and ask one of our Partners.

Looking for added peace of mind?

Guarantees

We include a 2-year guarantee on all brands of home appliances at no extra cost, while John Lewis own brand home appliances come with a 3-year guarantee included at no extra cost. Please ask one of our Partners, or go to johnlewis.com to find out more.

John Lewis Added Care

You can buy John Lewis Added Care for your home appliance or technology to include potential repair costs that occur once the guarantee has expired.

Additionally, for technology and small appliances, Added Care provides accidental damage repairs from day one, which is especially useful for those products you take out and about, such as cameras, laptops and tablets.

You can buy Added Care from us when you purchase your item, or if you prefer you can wait and buy it within 60 days. To find out more, please visit your local store and pick up a leaflet or talk to one of our Partners. You'll also find more information at johnlewis.com/addedcare or by calling us on 0330 100 3637.