

## **INSTALLATION [APPLIANCES]**

**In order to ensure efficient and hassle free installation of your new appliance please ensure you;**

- **Check the route from delivery vehicle to chosen location to ensure safe passageway**
- **Check there is enough space for appliances in terms of depth, width and height.**
- **Check the electrical sockets and pipes are within 1 metre of installation location**
- **There are usable waste outlets (Crews will not plumb 2 waste pipes into one outlet)**
- **For large items (American Freezers, large cookers) check measurements of all access points, doors etc along with any small corridors along which the item needs to be carried.**
- **Ensure old appliances are fully defrosted and free of water/items**

### ***Restrictions***

**Optimum will not effect any of the customers property, including the lifting of carpets, movement of customers household items, drilling, any other electrical work outside of the delivered appliances.**

**Under no circumstance will Optimum alterations to the customers property, i.e. drilling of holes or removing doors or changing door positions to gain access. Optimum will not de-install existing appliances prior to installation or move any appliances prior to installation.**

**Optimum will not install equipment whereby electrical connections or the location are considered unsuitable for safe installation.**

**Optimum will only connect waste outlet to existing water tap or standard pipe.**

**Optimum will place appliances in garage but will not provide installation (will not function properly in outdoor environment)**

**Optimum will not plug in any cookers or similar electrical (gas) appliances, Optimum will only place in position.**

**Optimum will make no mechanical adjustments to appliances (e.g. to overcome water pressure problems)**

### **Service provided**

Optimum's installation services provide the installation of washing machines, Fridges and Freezers, spin dryers and dish washers, along with other similar appliances.

Optimum will arrange a suitable delivery time with the customer, confirming with the customer that the appliance and where required any supporting equipment is compatible with their order.

Upon entering the customers property, laying down blankets and wearing plastic overshoes, the goods are unloaded onto the protective covers within the customers room of choice, taking care not to damage the customers property.

The customer must ensure the area is clear for installation and that there are both pipe and electrical sockets within one metre to enable the installation to be completed, including the removal of 'transit brackets' where required.

Optimum's crew will unpack the product and attach the necessary pipes and connections within the manufacturers guidelines and check that the appliance is in working order.

Customers will be asked to check that the appliances are in working order, with no damage and sign to agree that they are happy with the service provided, along with signing to agree that there has been no damage to their property

Optimum will remove all packaging unless otherwise instructed by the customer and remove the old appliance to a desired location within the customers property, i.e. garage or another room.

If requested by Electrical Discount then the Optimum crew will take away old appliance for disposal via registered contractor.

Optimum will not be held responsible for any malfunction of the appliances once the customer has signed to agree that the installation was successful and the products are in working order.

## **Notes**

Optimum will only provide this service if requested by Electrical Discount, Crews will not provide these services to customer on request only, at point of delivery.

At time of delivery, should the customer request that the appliances does not require installation, the customer will be asked to sign and enter comments on the delivery notes to confirm. The driver will also confirm with the Optimum office at time of delivery and the file will be annotated accordingly.

Should the appliances be defective when switching on or tuning then the Optimum crew will ring the office for advice and instructions. Similarly should there be any missing items or fault components, along with any other site issues.

If subsequently refused by the customer, the product will be placed in the original packaging and returned. The customer will enter relevant comments on the documentation provided.

This service is not on offer to the following postcodes:-

IM (Isle of Man) BT (Northern Ireland) GY JY (Channel Islands) Scotland unless in agreement with SK Express.

Optimum crews will not make comment to the quality of the product nor will they undertake to provide the customer with any training with respect to how to use the appliances.

Optimum, reserve the right to refuse entry into the customers property, if, in extreme circumstances, it is considered to be a health and safety issue. In such circumstances the Optimum crew will ring the office to explain and gain permission from an Optimum manager, and will use discretion with the customer with respect to a suitable explanation.

Optimum will list all installations separately within the existing invoice to ensure identification of service provided.

Optimum are fully insured for damage to customers property and public liability insurance when entering customers property. Any claims for damage to customers property will be investigated and agreed with Optimum, any subsequent repairs or re-reimbursement will be handled by Optimum.

If you have any specific queries please call optimum on 01283 536255