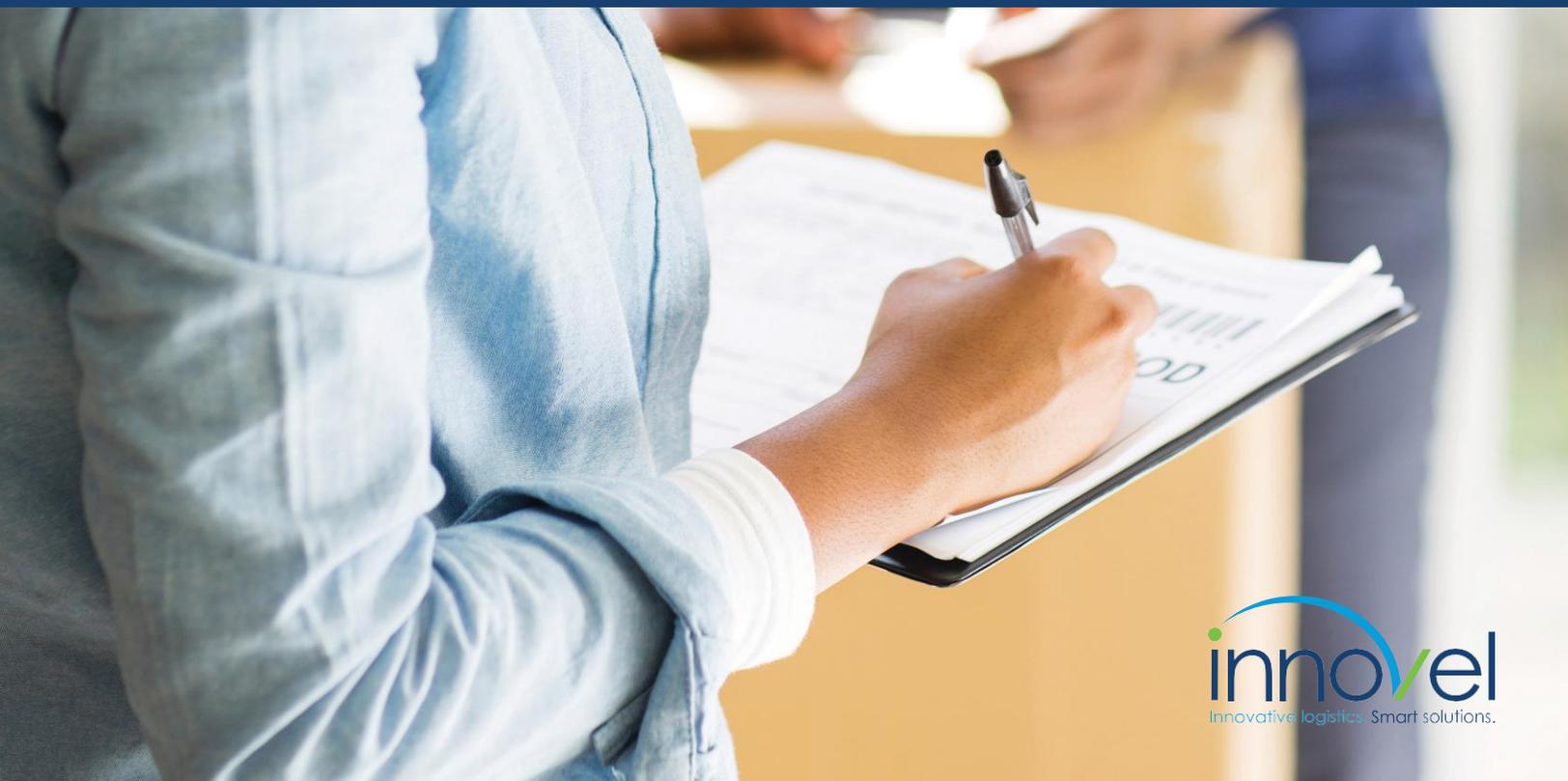




# DELIVERY GUIDELINES



## Thank you for choosing Innovel!

We want to ensure a smooth delivery and installation of your appliance. Please read over these general guidelines as well as the appliance-specific guidelines that are included in this guide.

NOTE: it is the homeowner's responsibility to ensure the home has the proper gas, electrical or water supply lines and shut-off valves required in these guidelines.

### BEFORE WE GET THERE:

- Make sure a responsible adult, 18 years or older, will be present during delivery.
- Ensure a clear path from the street to the residence entrance (clear ice, snow, debris, etc.) and the home has an accessible path (move furniture, toys, pets, etc.).

### OUR DELIVERY TEAM WILL:

- Visually inspect the appliance to make sure there's no damage. If you see damage, please notify the delivery agent or contact the retailer and report it.
- Connect new appliance(s) to existing home utilities and test for proper operation (only if proper gas, water supply lines, venting and shutoff valves required are present in the home 3 ft. behind the appliance and on the same floor level).
- Remove all packaging materials from your home.
- Recycle your old product if we remove it from your home while following strict, environmentally friendly guidelines.

### FOR YOUR SAFETY, OUR TEAM CANNOT:

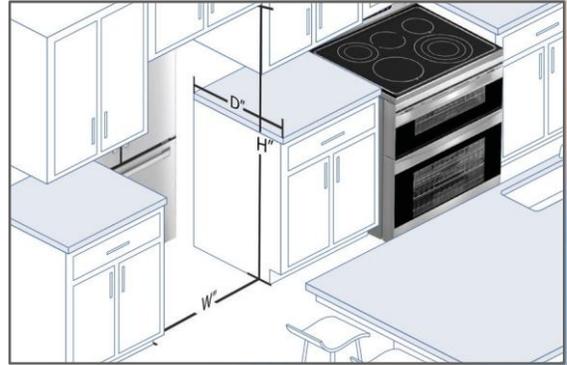
- Remove their shoes, but will act with due care to protect your home and merchandise.
- Lift or hoist merchandise over banisters, countertops or other obstructions, or through windows to complete a delivery.
- Relocate used appliances to a different address or re-connect relocated, used appliances to the home's utilities.
- Perform carpentry, electrical or plumbing work or install appliance trim kits.
- Install a free-standing or slide-in range without installing a range anti-tip device.

## How To Prepare for your Appliance Delivery

### SOME HELPFUL TIPS:

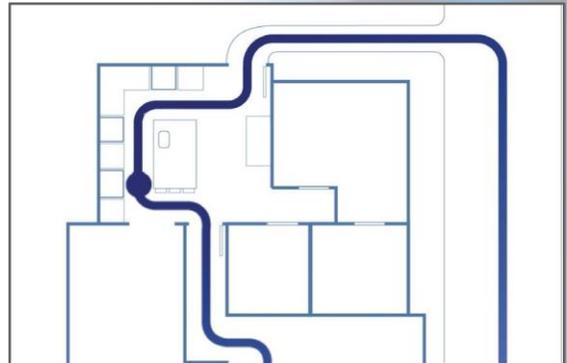
#### CHECK THE AVAILABLESPACE

- Measure the height, width and depth of the empty space your appliance is going into. Make sure to account for your existing countertops and cabinets.



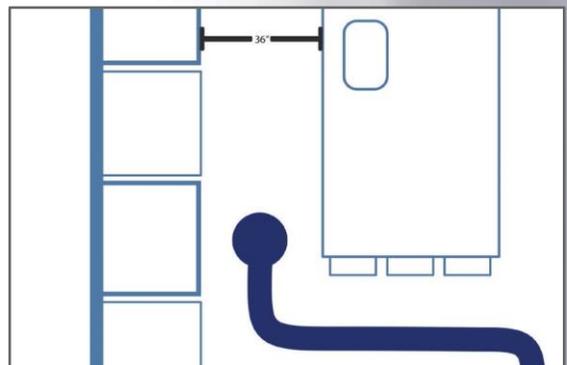
#### WALK THE PATH

- Start at the curb and walk the path your new appliance will take to find the best route. If possible, have a back-up route in mind.



#### MEASURE TIGHT SPACES

- Make sure the appliance can get through doors (including door jams), staircases, around corners and between kitchen islands and countertops.



Please **read all general guidelines** on Page 2  
Prior to reading specific appliance guidelines.

## 1 BEFORE DELIVERY

- If your refrigerator dispenses water and/or ice cubes, there needs to be space between the refrigerator and the wall for the water line. This reduces the risk of deterioration in existing lines.
- Verify needed utilities: 3-prong grounded electrical outlet within 3 ft. of appliance location, ice-maker/water dispenser models require a water supply line and water shut-off valve on the same floor level as the appliance and preferably within 3 ft. of the appliance location.
- We'll call 30 minutes before delivery to give you time to transfer food to another refrigerator or cooler where the food won't spoil.

## 2 OUR DELIVERY TEAM WILL

- Provide appliance literature.
- Reverse new merchandise doors, if requested.
- Connect new appliance to existing approved water shutoff valve/supply and check for leaks.
- Place racks, crispers, trays and door handles in recommended positions.
- Plug unit in and set to a mid-range cold setting and level the refrigerator or freezer.

**Please read all general guidelines on Page 2  
Prior to reading specific appliance guidelines.**

**Note:** DELIVERY TEAMS CANNOT CONNECT DISHWASHERS, BUILT-IN OVENS.

## **1 BEFORE DELIVERY**

- Verify 240V grounded 50 AMP electrical or gas power supply.
- Ensure water supply with accessible shut-off is in close proximity to dishwasher, and that air gap is present.
- See product page for delivery service and installation requirements prior to delivery and installer team arrival.

## **2 OUR DELIVERY TEAM WILL**

- Install if installation was included in your purchase. This will be a separate appointment with a contractor. All attempts will be made to have installation occur on the same day of your delivery.

**Please read all general guidelines on Page 2  
Prior to reading specific appliance guidelines.**

### 1 BEFORE DELIVERY

- Verify 240V grounded 50 AMP electrical service/outlet is within 3 ft. of range location.

### 2 OUR DELIVERY TEAM WILL

- Review anti-tip installation and install the anti-tip device.
- Provide appliance literature.
- Check 240V electrical outlet. Connect the range to the conforming electrical service following local code and using a new 240V electrical cord provided in the original packaging and not visibly damaged.
- Level the range, set grates and burners in place.
- Test the connected range power source by activating burners and oven.

**Please read all general guidelines on Page 2  
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## 1 BEFORE DELIVERY

- Verify 3-prong grounded electrical outlet (110V) and gas supply line with above floor shut-off valve is on the same floor level as range and preferably within 3 ft. of the range location.
- Delivery Team will connect to natural gas only – no liquid propane connections. Note: In certain municipalities, local code may require a plumber or gas technician to connect gas appliances.

## 2 OUR DELIVERY TEAM WILL

- Review anti-tip installation and install the anti-tip device.
- Provide appliance literature.
- Connect the range to the conforming natural gas supply following local code and using a new stainless steel flexible gas connector.
- Level the range, set grates and burners in place.
- Test the connected range power source by activating burners and oven.
- Check for gas leaks at the range connection.

**Please read all general guidelines on Page 2  
Prior to reading specific appliance guidelines.**

## 1 BEFORE DELIVERY

- Verify 3-prong grounded electrical outlet and hot and cold water supply with accessible, approved, and the shut-off is in close proximity to washer location.
- Water valves need to be corrosion-free.
- Drain your current washer water prior to delivery of your new washer.
- Standpipes must be at least 34 in. tall.

## 2 OUR DELIVERY TEAM WILL

- Provide appliance literature.
- Install using new parts, for proper installation. Existing parts cannot be re-used due to the risk of leak.
- Connect washer to the conforming hot and cold water supply using new lines that meet the manufacturer's requirements, which should be included in the original packaging and not visibly damaged.
- Level the washer.
- Ground washer to a metal pipe or grounded receptacle and connect the drain hose.
- Short cycle test the washer and check for water leaks at the washer connection.
- Provide the proper accessories.

Please **read all general guidelines** on Page 2 by Getty Images™  
Prior to reading specific appliance guidelines.

### 1 BEFORE DELIVERY

- Verify 3-prong grounded electrical outlet for gas dryers and gas supply line, with an above floor shut-off valve, is on the same floor level as the dryer and within 3 ft. of the appliance location.
- Delivery Team will connect to natural gas only – no liquid propane connections. Note: In certain municipalities, local code may require a plumber or gas technician to connect gas appliances.
- Verify the dryer venting within the home is clean and clear.

### 2 OUR DELIVERY TEAM WILL

- Connect dryer to the conforming natural gas supply following local code and using a new stainless steel flexible gas connector.
- Attach venting using new components.
- Provide the customer with any unused venting parts from the connection kit.
- Level the dryer.
- Short cycle test the dryer and check for gas leaks at the dryer connection.
- Connect to natural gas only. Delivery Teams are prohibited from connecting to liquid propane (LP) connections.

Note: Local code may require a plumber or gas technician to connect the gas range in certain municipalities, the delivery teams cannot connect to natural gas.

Please **read all general guidelines** on Page 2 by Getty Images™  
Prior to reading specific appliance guidelines.

### 1 BEFORE DELIVERY

- Verify 240V grounded 30 AMP electrical service/outlet within 3 ft. of dryer location, the dryer venting within the home is clean and clear, and vents outside to allow proper operation of the new dryer.

### 2 OUR DELIVERY TEAM WILL

- Provide appliance literature.
- Check 240V electrical outlet.
- Connect the dryer to the conforming electrical using a new 240V electrical cord in the original packaging and not visibly damaged.
- Attach venting using new components. Delivery Teams cannot use or connect to plastic venting, foil vent tubes or existing electrical cord.
- Provide the customer with any unused venting parts from the connection kit.
- Level the dryer.
- Short cycle test the electric dryer.

Please **read all general guidelines** on Page 2  
Prior to reading specific appliance guidelines.

## 1 BEFORE DELIVERY

- Verify 3- or 4-prong grounded electrical outlet and hot and cold water supply with accessible shut-off on the same floor level as the appliance and within 3 ft. of the appliance location.
- Verify 240V grounded 30 AMP electrical service/outlet or gas supply line with an above shut-off valve is on the same floor as the dryer and within 3 ft. of the appliance location.
- Verify the dryer venting within the home is clean and clear, and vents outside to allow proper operation of the new dryer.
- See product page for delivery service and installation requirements prior to delivery and installer team arrival.

## 2 OUR DELIVERY TEAM WILL

- Provide appliance literature.
- Attach venting using new components.
- Connect the appliance following local code and using a new electrical cord or new gas connector.
- Not use plastic venting, foil vent tubes or existing electrical cord or existing gas connector.
- Provide the customer with any unused venting parts from the connection kit.
- Connect water, gas and electrical.
- Level the unit.
- Short cycle test the unit and check for gas/water leaks.