



# INNOVEL DELIVERY & INSTALLATION SERVICES COSTCO GUIDELINES



## INNOVEL DELIVERY & INSTALLATION 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 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 ARRIVE AT YOUR RESIDENCE:

- 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 contact your retailer and report the damage.
- Connect new appliance(s) to existing home utilities and test for proper operation (Perform test when 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.
- Either remove the appliance being replaced from the delivery premises or relocate the appliance being replaced on the premises to a lower floor, basement or garage. Move 1 item for each like item delivered
- When we remove a "haul away" item from your home we will recycle your used item 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.

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## "PERFECT" FIT GUIDELINES

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### HOW TO PREPARE FOR YOUR APPLIANCE DELIVERY SOME HELPFUL TIPS:

#### CHECK THE AVAILABLE SPACE

- 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.



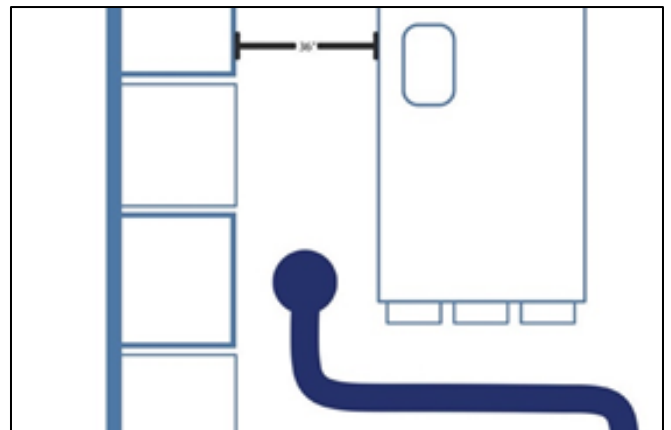
#### WALK THE PATH

- 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, staircases, around corners and between kitchen islands and countertops.



# REFRIGERATORS & FREEZERS

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
  - Water supply & shutoff
    - Water shut-off valve on the same floor level as the appliance and preferably within 3 ft. of the appliance location
- If you currently own a built-in fridge, it needs to be de-installed prior to delivery of the new refrigerator / freezer.
- 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 on site, if needed.
- Connect new appliance to existing water line 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.

# BUILT-IN OVENS, COOKTOPS, MICROWAVES & DISHWASHERS

PLEASE READ ALL GENERAL GUIDELINES ON PAGE 2 PRIOR TO READING SPECIFIC APPLIANCE GUIDELINES.

NOTE: DELIVERY TEAMS CANNOT HARDWIRE DISHWASHERS, BUILT-IN OVENS OR COMPACTORS. INSTALLATION SERVICES WILL BE PERFORMED FOR THESE ITEMS BY AN INSTALLATION CONTRACTOR VS. THE DELIVERY TEAM

## 1 BEFORE DELIVERY

- Ensure electrical requirements are meeting manufacturer specifications (please refer to owner's manual of product).
- Ensure water supply with accessible shut-off valve on the same floor level and/or gas supply with an accessible shut-off valve that is preferably within 3 ft. of the appliance location.

## 2 OUR DELIVERY TEAM WILL...

- Connect delivered appliances to existing home utilities as described on Pg. 2

## 3 OUR INSTALLATION CONTRACTOR WILL...

- Provide additional Installation Contractor services below if the services were available for the "deliver to:" zip code and purchased when the appliance was ordered.

### Standard Installation Includes:

- Delivery of product to residence / location
- Inspection of installation work area prior to start of installation
- Identify any additional work required and review cost prior to performing any work
- Remove existing unit from accessible location and set aside
- Haul away uninstalled item
- Hook up new unit to existing code approved utilities
- Install the included accessories
- Test the product to ensure it performs properly
- Dispose of job related debris

### Additional installation services that the Installation Contractor may provide at an additional fee

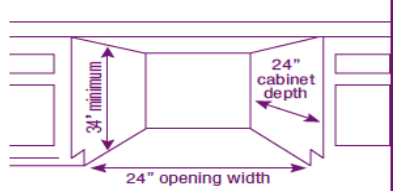
- Permits
- Water or Gas shut off valve
- Cabinet modifications
- Countertop modifications
- Electrical upgrades
- Electrical outlets

**Dishwashers**

If the countertops are non-wood, there may be an extra charge to install

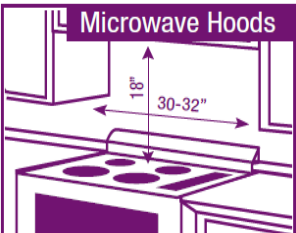
Existing electric must be adequate for the new dishwasher

Does code require a water shut off valve



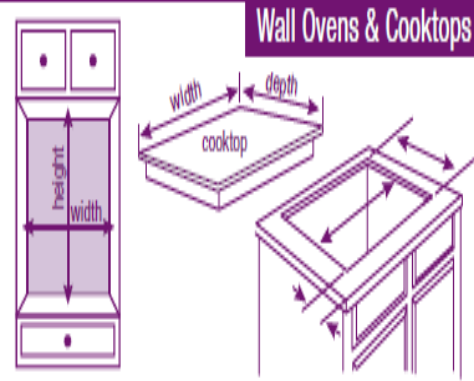
require a 24" depth and 34" height. If you have less than 24", there will be some protrusion.

**Microwave Hoods**



require 18" from the top of your cooking surface.

**Wall Ovens & Cooktops**



measure your opening based on the dimensions provided.

## ELECTRIC COOKING RANGES

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 within 3 ft. of range location.

### 2 OUR DELIVERY TEAM WILL

- Review anti-tip installation and install the anti-tip device per customer approval.
- Provide appliance literature.
- Connect the range to the conforming electrical service following local code and using a new 240V electrical cord 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.



## GAS COOKING RANGES

PLEASE READ ALL GENERAL GUIDELINES ON PAGE 2 PRIOR TO READING SPECIFIC APPLIANCE GUIDELINES.

### 1 BEFORE DELIVERY

- Verify needed utilities:
  - 3-prong grounded electrical outlet within 3 ft. of appliance location
  - Gas supply & shutoff
    - Gas shut-off valve on the same floor level as the appliance and preferably within 3 ft. of the appliance location
- Delivery Team will connect to natural gas only – no liquid propane (LP) connections. NOTE: In certain municipalities, local code may require a plumber or gas technician to connect gas appliances to natural gas.

### 2 OUR DELIVERY TEAM WILL

- Review anti-tip installation and install the anti-tip device per customer approval.
- 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.

# WASHERS

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 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.
- Laundry pedestals previously owned by a customer can be attached to a new washer/dryer only if the pedestal is listed for use with the new item by the manufacturer.

## 2 OUR DELIVERY TEAM WILL

- Provide appliance literature.
- Install using new parts, for proper installation. Existing parts cannot be re-used due to the leak risk.
- Connect washer to the conforming hot and cold water supply using new lines that meet the manufacturer's requirements, are in the original packaging and not visibly damaged.
- Attach feet as needed and level the washer or attach washer to purchased laundry pedestal or existing conforming pedestal (see (1) above)
- Attach & secure drain hose
- 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.



## GAS DRYERS

PLEASE READ ALL GENERAL GUIDELINES ON PAGE 2 PRIOR TO READING SPECIFIC APPLIANCE GUIDELINES.

### 1 BEFORE DELIVERY

- Verify needed utilities:
  - 3-prong grounded electrical outlet within 3 ft. of appliance location
  - Gas supply & shutoff
    - Gas shut-off valve on the same floor level as the appliance and preferably within 3 ft. of the appliance location
- Delivery Team will connect to natural gas only – no liquid propane (LP) 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.
- Laundry pedestals previously owned by a member can be attached to a new washer/dryer only if the pedestal is listed for use with the new item by the manufacturer.
- Buy manufacturer's stack kit if stacking the dryer on washer. Older product may not be stackable with new product.

### 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.

## ELECTRIC DRYERS

PLEASE **READ ALL GENERAL GUIDELINES** ON PAGE 2 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. Clear vents outside to allow proper operation of the new dryer.
- Laundry pedestals previously owned by a member can be attached to a new washer/dryer only if pedestal is listed for use with the new item by the manufacturer.

### 2 OUR DELIVERY TEAM WILL

- Provide appliance literature.
- 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.
- Stack laundry when purchased using the manufacturer's kit.
- Level the dryer.
- Short cycle test the electric dryer.

## ALL-IN-ONE LAUNDRY APPLIANCE

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 preferably within 3 ft. of the appliance location. Also 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 preferably within 3 ft. of the appliance location.
- Verify the dryer venting within the home is clean and clear vents outside to allow proper operation of the new dryer.

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.