JOHN LEWIS

SERVICE TERMS & CONDITIONS

Advanced Built-In Microwave Installation

What we will do:

- Perform a health and safety risk assessment to ensure that it is safe for John Lewis Partners – or anyone working on our behalf – to work on the premises and perform the requested service.
- Assess the chosen location – and the route to reach it – to ensure it is suitable for the product and for our Partners/installers to safely gain access. If the location is unsuitable we will support in identifying a new, suitable location.
- We will isolate the power supply to the relevant circuit if possible; if not possible, we will isolate the power supply to the whole property. In the latter case, your property will not have power during the installation service.
- Disconnect your old appliance and, if you have selected our recycling service, remove it from your property.
- We will complete the required electrical tests to confirm the circuits are safe for the product that is to be installed. This may result in your circuit failing to re-energise should a pre-existing fault be found, for which we will not be liable.
- Unpack your new appliance, take away the packaging for recycling, and then prepare the product for installation.
- Supply the correct cabling to connect your new appliance.
- We'll set the clock, if required, and make sure the microwave is level and working.
- We will take photos of the completed installation and all electrical connections. Our Quality Assurance Partners may be in attendance to ensure the installation has been completed to the required standard.

What you need to do:

- Be aware this appliance cannot be installed on a 13 amp circuit plug socket or fused connection unit, it must be connected to a dedicated cooker circuit – normally identified by a cooker switch.
- Make sure your cooker circuit (plug socket, fused connection, or cooker switch) is compatible with the power supply/ connection that your new microwave needs. You can compare your existing appliance with the details of your new microwave on the product specification section on our product pages.
- Ensure your kitchen unit is assembled and the correct size for your new microwave by checking the dimensions on our website.
- Make sure the route to and within the chosen location is clear, with room for both our Partners/installers and the product to safely gain access, and that there's enough space for your new product to be assembled and positioned in your chosen location. You can find the product dimensions on the product page.
- Ensure that your consumer unit is accessible to our crews so we can isolate the power to work safely.
- Ensure a suitable connection point is located within 1 metre and is easily accessible.

What we won’t do:

- We will not install against manufacturers' instructions.
- We won't remove or replace an existing gas or dual fuel product. For gas and dual-fuel appliances, please contact a Gas Safe registered engineer; we are unable to disconnect and cap your gas supply.
- Our integrated microwave installation service isn’t available at commercial properties, unless there’s a separate consumer unit that we can use.
- While we can make small adjustments, such as changing cables – where possible – to fit your microwave, we won’t adapt cabinetry.
- We cannot increase the amperage of your circuit but, where it is safe to do so, we can reduce the amperage (excluding Wales, due to building regulations).