

JOHN LEWIS

SERVICE TERMS & CONDITIONS

Freestanding Washing Machine Connection

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 install a washing machine in a bathroom as long as it is in an enclosure where the door opens towards the bath/shower, or is over 2.5 metres' distance from the bath/shower.
- Check the power supply is safe and suitable for connecting to your new appliance. We can only connect to a UK 3-pin socket; if your machine is hard-wired, please consult a Partner in-store or call us on 0345 604 8835 before booking to arrange a hardwired installation service.
- Disconnect your old freestanding appliance and, if you have selected our recycling service, remove it from your property.
- Unpack your new appliance, take away the packaging for recycling, and then prepare the product for installation.
- Connect to your existing suitable waste, water and power. To do this we will need to turn the water off at the isolation valve, which is usually found on the plumbing behind the old appliance. If the valve has seized, we won't be able to continue with your installation. In this event, our installers will work with you to find the best solution, which may include returning another day or leaving the product for installation by a plumber.
- Should the cable need to pass through a small hole already in your worktop, our installer will safely remove and replace the plug. This will not affect the manufacturer's warranty.
- We will cut the required hole size to internal kitchen cabinetry, or expand existing holes, if required to connect to the water outlet.
- We'll remove and hand you the transit bolts.
- Position and level your new appliance.
- Fill, spin the drum, and drain the new appliance to make sure everything is working correctly.
- 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:

- 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.

- Make sure you have an accessible plug socket located within 1 metre of the desired location; the 1-metre measurement begins at the power cable on the unit, as its position can vary by model. Extension leads are **not** permitted for safety and compliance.
- Make sure you have an easily accessible cold water supply and waste water outlet within 1 metre. If it is not nearby, we will attempt to extend the water or waste, subject to manufacturer guidance.
- Make sure your water can be turned off at the isolation valve. If we can't turn your isolation valve off for your installation you may need to contact a plumber ahead of our visit.

What we won't do:

- We won't be able to install your new product if your existing connection is hard-wired. A hard-wired service can be booked separately at a John Lewis store or by calling us on 0345 604 8835.
- We will not install in a location that does not meet manufacturers' requirements. This includes unheated outbuildings.
- We can't make any changes to the fixed plumbing in your home.
- We will not be able to install your washing machine underneath a hob.
- We do not stack appliances, whether it's a new stacking solution or replacing an existing one.
- We will not remove the lid from the appliance.
- We will not make alterations to worktops.
- We won't be able to install your new product if there isn't a plug socket within 1 metre of the proposed installation location.