

JOHN LEWIS

SERVICE TERMS & CONDITIONS

Hardwired 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 install a washing machine or tumble dryer in a bathroom as long as it is an enclosure where the door opens towards the bath/shower, or is over 2.5 metres from the bath/shower.
- We will turn off the electrical supply at the main switch in the consumer unit while the connections are made, you will not have any power whilst this is completed.
- Disconnect your existing appliance. We will remove it, provided you have selected our recycling service.
- Check the power supply is safe and suitable for connecting to the appliance.
- Unpack your new appliance, take away the packaging for recycling, and then prepare the product for installation.
- We will remove the plug and connect the appliance to the fused connection unit, this will not affect the manufacturer's warranty.
- 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.
- We'll position and level your new appliance.
- Fill, spin the drum (if applicable), 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 fused connection 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.
- 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.

What we won't do:

- We will not install in a location that does not meet manufacturers' requirements. This includes unheated outbuildings.
- We won't be able to install if there isn't a fused connection unit within 1 metre of the proposed installation location.
- We can't make any changes to the fixed plumbing or electrical outlets in your property.
- We will not be able to install appliances under a hob.
- We will not make alterations to worktops.