

Appliance Delivery & Installation

What Level of Delivery or Installation Will I Need?

We provide several options to meet your needs. Keep in mind that if you request delivery, your appliance will be delivered only; it will not be installed. Whether you choose delivery or installation will depend on how much help you need with connection and/or installation of your new appliance.

To schedule a delivery please call 650-697-3150. Whether you use our delivery or installation services, remember to:

- Make sure an adult 18 years or older, is present when our delivery trucks arrives.
- Clear a path inside and outside the house and remove fragile items.
- Make sure appliances are ready to be installed. (**Refer to our appliance readiness guide listed on last page.*)

Appliance Installation

Call our installation department directly at 650-697-3150 or visit our store to purchase our professional installation or to discuss any purchase, delivery or installation questions you may have. Our professional installation service ensures you'll receive all of the benefits listed below:

Performance

We ensure the maximum performance from your appliance by installing it right the first time.

Confidence

Our technicians are qualified and insured. We will install your appliance according to all local codes and regulations.

Convenience

We offer pre-measurement services to ensure your new built-in appliances fit properly into your home. Call 650-697-3150 for scheduling.

What Does Appliance Installation Include?

Our certified professional in house installers are licensed and insured as required by applicable state regulations, do the following:

- Unpack and prepare appliance(s) for installation.

- Inspect appliance(s) for any existing damage, defects, and/or code violations.
- Inspection of facilities before starting.
- Temporarily disconnect gas service (when applicable).
- Disconnect existing appliance(s) not yet disconnected (gas appliances, for example).
- Connect new appliance(s) to existing electric, gas and/or water service.
- Level and secure your appliance and install any manufacturer-supplied safety hardware, such as anti-tip brackets.
- Reconnect gas service and test for any leaks.
- Test your appliance to make sure it's performing properly.

What else do I need?

Some basic parts, such as plumbing fittings, sealants, and fasteners will be provided with the purchase of a professional installation. However, there are several parts you will need that are not supplied by the manufacturer.

- Existing power cords cannot be reused
- Existing hoses cannot be reused.
- Existing gas flex lines cannot be reused.

Terms and Conditions:

- Installation is "direct replacement" only — gas-to-gas, electric-to-electric, to proper existing fittings, valves, service lines, etc.
- Installation fees do not include permits or additional parts and/or labor beyond "standard installation."
- Additional charges may apply. Examples of additional charges include:
 - Installation of gas appliances typically requires professional installation.
 - Dishwasher installation kits, flex lines, ventless exhaust kits, expansion and reduction adapters, shutoff valves, etc. (if required, but not previously purchased by customer).
- Additional labor charges will accrue for any non-standard installation.

How Do I Purchase Professional Installation?

Call or visit our showroom – visit our showroom if you'd like to purchase professional installation of your appliance.

Our installation Department will contact you the day prior to your appointment to schedule a 2 hour time window to perform your installation.

Note: Additional charges may apply. Examples of additional charges are listed within the Terms and Conditions section above, and are payable to the installer at the time of installation.

We proudly offer a full delivery and installation service on the following items:

- Gas & Electric Ranges
- Cooktops
- Wall Ovens
- Microwaves
- * Undercounter and wall mounted hoods (*We do not install island hoods*)
- Free Standing & Built-in Refrigeration
- Dishwashers
- Electric Washers
- Gas/Electric Dryers
- Outdoor BBQ Grills

Cooking Products

Cooktops

- all sizes \$150

Rangetops

- all sizes \$200

Ranges

- Free standing and slide up to 36" \$175
- Pro style ranges 36" \$250
- Pro style ranges 40" 48" \$375
- Pro style ranges 60" \$600

Microwaves

- Over the range microwaves \$150
- Built-in microwave & trim \$150

Wall Ovens

- Single wall oven 24" – 27" \$150
- Single wall oven 30" – 36" \$250
- Double wall oven 24" -27" \$200
- Double wall oven 30" – 36" \$275

Warming Drawers

- Stainless steel warming drawers \$100
- Integrated drawer door panel \$150

Ventilation Products

Undercabinet

- Undercabinet 24" – 36" installation \$200
- Undercabinet 42" – 48" installation \$300
- Undercabinet over 48" installation (Call for price)

Wall Mount

- Canopy 24" – 36" installation \$250
- Canopy 42" – 48" installation \$300
- Canopy over 48" installation (Call for price)
- Chimney 24" – 36" installation \$250
- Chimney 42" – 48" installation \$300
- Chimney over 48" installation (Call for price)

Downdraft

- Jobsite must be inspected first. Minimum \$250

****We do not install island hoods or cut duct covers to fit custom applications***

Kitchen Clean Up Products

Residential Dishwashers

- 24" full size installation \$150
- 24" single drawer installation \$150
- 24" double drawer installation \$200
- Stainless door panel \$50
- Cabinetry panel installation \$75

Ice maker & Trash Compactor Products

Ice Maker

- Any size with pump installation \$200
- Any size without pump installation \$250

Trash Compactor

- Any size stainless installation \$100
- Any size with cabinetry panel installation \$150

Laundry Products

Washer & Dryer

- Single washer or dryer installation \$100
- Side by side installation \$150
- Stacked installation \$200
- Laundry pedestals \$25 each
- Dryer Kit (duct & electrical plug) \$25
- Side venting dryers \$75

Refrigeration Products

Refrigerators

- Free standing \$175
- Built-in refrigeration up to 36" \$350
- Built-in refrigeration 42" – 48" \$400
- Built-in refrigeration Sub-Zero Pro 48 \$500

Sub-Zero Built-In Refrigeration

- Sub-Zero 700 Series \$300
- Stainless steel panel installation \$150
- Cabinetry panel installation \$250

Bosch Built-In Refrigeration

- 36" French door units \$350

- Stainless steel panel installation \$150
- Cabinetry panel installation \$250

Gaggenau Built-In Refrigeration

- 18" – 24" column units \$300
- 30" – 36" column units \$350
- Stainless steel panel installation \$150
- Cabinetry panel installation \$250

Miele Built-In Refrigeration • 18" – 24" column units \$300

- 30" – 36" column units \$350
- Stainless steel panel installation \$150
- Cabinetry panel installation \$250

Thermador Built-in Refrigeration

- 18" – 24" column units \$300
- 30" – 36" column units \$350
- Stainless steel panel installation \$150
- Cabinetry panel installation \$250

Undercounter Refrigeration

- 27" refrigeration drawers \$150
- 27" stainless steel panels \$150
- 27" cabinetry panel installation \$125
- 24" undercounter refrigeration \$175
- 24" Cabinetry panel installation \$50

Wine Storage Products

Full Size Built-In Wine Storage

- 18" – 30" installation \$300
- Cabinetry panel installation \$125

Undercounter Wine Storage

- Built-in 24" \$100
- Cabinetry panel installation \$50

Outdoor BBQ Products

Built-In BBQ Grills

- all sizes \$100

BBQ Grill on Cart

- all sizes \$175

Counter, Cabinet and Miscellaneous Cutting

All counter, cabinet or other miscellaneous cuts that are needed to install your new products will be performed at an additional charge and will be calculated on a per job basis

Miscellaneous Products

- Job Site Pre-Inspection \$100 (credited toward install)
- Recycling & Haul Away \$40
- Appliance Reloading Fee \$200 (less than 24 hour notice)

Appliance Installation Readiness Guide

Thank you for choosing our company for the purchase and installation of your appliances. We want your installation date to be smooth and efficient, and by following the below guidelines, you will be helping us complete a successful installation in a timely manner for you.

1.) Electrical & gas lines - All electrical wiring and gas lines need to be pre-installed according to the manufacturer's specifications and run to the location of the appliance ahead of time before installation can be done.

2.) Countertops - We do not make exposed cuts to countertops. Countertops should be pre-cut according to the manufacturer's specifications.

3.) Cabinets - If there is a cabinet that needs to be adjusted, in most situations we can do this, however please notify us ahead of time, we will schedule a pre-site inspection to take a look before the installation date.

4.) Access into your home - If you have any unique access issues into your home, please let us know ahead of time. Ex: very steep driveway, tight staircase, or stairs with many turns, narrow doorways or passageways. Especially, if you are in new construction, and your driveway is under construction, please notify us, we will need to come out to make sure we can get your appliances in.

5.) Floor coverage - As much as possible, we will cover the flooring we are traveling over to get the appliances into your kitchen. We care for the quality of your home, and certainly would never want to cause any damage. Please note however, there are situations in which it is dangerous to cover the floors due to slippage. An example of this would be carpeted stairs- they become very slippery when covered to be moving an appliance over. The installer will make this determination at the site.

6.) Haul Away - We do offer a haul away service of your old appliances. If you are in need of this service, please notify your salesperson at the time of ordering. Appliances can gather a lot of grease, dirt, and grime over time. We ask that you please pull them out and take a look and clean any major build up prior to the haul away. This is to prevent your flooring, passageways, or any other part of your home getting dirty while we transport the appliance out of the home. We cannot be held liable for damage resulting from any dirt, grease or other substance coming from old appliances.

7.) ** Rescheduling - If for any reason the site is not ready for install the day that we arrive to do the job, we may not be able to reschedule for several days, due to the nature of our installation schedule. This is why it is important that the site be ready as to not cause any unexpected delays. If a site is not ready for installation when we arrive to do the job, and we have to reload the appliances to make a second trip, additional fees will be assessed.

8.) Pre-Site Inspections - We are always happy to come out and evaluate the site prior to the installation date. If for any reason you feel there is anything that we should look at ahead of time, related to your delivery/installation, please request that your salesperson set up a

Pre-Site Inspection at least one week advance of the installation date.