

# Follett® authorized services<sup>1</sup>

## refrigerators and freezers



Countertop and undercounter refrigerators and freezers

Item number	Description	Price <sup>3</sup>
AS1	Authorized installation, first unit	\$425
	Authorized installation, subsequent units of the same model to the same location	\$225



Single door upright refrigerators and freezers

Item number	Description	Price <sup>3</sup>
AS2	Authorized installation, first unit	\$575
	Authorized installation, subsequent units of the same model to the same location	\$300



Double door upright refrigerators

Item number	Description	Price <sup>3</sup>
AS3	Authorized installation, first unit	\$875
	Authorized installation, subsequent units of the same model to the same location	\$425

### Authorized installation and start-up

TechTrans will deliver the specified equipment to the point of use, uncrate and set in place, install casters or levelling legs and shelves/drawers (if required), complete set-up to ensure the unit is working fully, and remove and discard all debris. The installation team is not authorized to troubleshoot or provide service (see reverse for standard terms and conditions).

**NOTE:** This service is not available without a completed and signed Follett site survey<sup>2</sup>, form# 8285. Please return completed site survey with purchase order.

### Service includes:

- uncrate and unpack unit
- install casters or leveling legs
- install accessories, including but not limited to shelves, drawers, stacking kits, and pedestals, if applicable
- position unit in final point of use, as directed by user
- plug in the unit<sup>4</sup>
- prepare and install glycerine solution and insert temperature probe in product simulation bottle(s)  
**NOTE:** REF 50/50 and FZR 60/40 glycerine/water mix
- secure battery connections, if applicable
- check door sag and tension, adjust as needed
- confirm door gasket seal
- set time and date in the controller
- change temperature display to Fahrenheit, upon user request (not available for REFNAT5 or REFADV5 models)
- adjust high and low temperature alarm settings, upon user request
- confirm unit is fully operational
- review operational procedures with user
- deliver operation and service manual to user
- remove all shipping and packing debris from site

<sup>1</sup> Authorized services available only with TechTrans freight and does not include dock-to-dock common carrier freight charges.

<sup>2</sup> If you are unable to complete the site survey, this service is available through TechTrans for \$155.

<sup>3</sup> Dock-to-dock common carrier freight charges provided as separate line item.

<sup>4</sup> See terms and conditions, item 4, for electrical requirements.

## FOLLETT AUTHORIZED SERVICES STANDARD TERMS AND CONDITIONS

Installation services are provided by Follett's authorized logistics partner. Please note the installation team is not authorized to troubleshoot or provide service to the unit(s), or recommend temperature or alarm settings for the unit(s). For additional support, please contact Follett Products, LLC at 800.523.9361 or your local sales rep.

**Authorized Service quotation assumes the start-up and/or installation site is prepared as follows:**

1. All halls, doors and path to the final installation location must provide free and clear access.
2. This service offering does not cover special validation processes required by 3rd party organizations.
3. Site conditions, i.e., ceiling height, cabinet clearances, clearances to walls, structures, adjacent equipment, etc., will be in accordance with Follett's specifications.
4. Dedicated NEMA-5 120 V/60 Hz receptacle is required within 5 feet of the final point of use. See requirements below:
  - Countertop refrigerator or freezer – 15 Amp circuit
  - Undercounter refrigerator or freezer – 15 Amp circuit
  - Single door upright refrigerator – 15 Amp circuit
  - Single door upright freezer – 20 Amp circuit
  - Double door upright refrigerator – 20 Amp circuit
5. Should the installation site not be ready when Follett or the installer arrives, any additional expenses will be charged to the customer.
6. Acquisition and cost of permits, inspections, variances, etc., are not included in this quotation and will be the responsibility of others.
7. Reinforcement of walls, floors, or modifications to any structural or functional item that needs to be completed to facilitate the installation of the Follett equipment will be the responsibility of others.
8. Special installation items, materials, or conditions required by local, municipal, or state codes are not included in this quotation and are the responsibility of others.
9. Special anchors, hurricane ties, seismic anchoring, etc. and labor that may be required for securing are the responsibility of others.
10. Follett or the installer reserves the right to decline services, materials, labor, etc., that will create or require Follett or the installer to work in an unsafe environment.
11. Follett or the contractor is not responsible for acts of God, fire, weather, theft, or vandalism that result in additional charges not included in this quotation.

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Follett reserves the right to change specifications at any time without obligation. Certifications may vary depending on country of origin.

# Pre-installation site survey

refrigerators and freezers

**Please return completed site survey to [customerservice@follettice.com](mailto:customerservice@follettice.com) along with your purchase order to prevent a delay in order processing.**

Does the site have any requirements regarding proof of COVID-19 vaccination or proof of a negative COVID-19 test within 48 hours of entry into the premises for contractors?

Yes ☐ No ☐

## Authorized installation and start-up

This form is required to help ensure smooth delivery and installation of your equipment. Please complete this checklist for each piece of equipment being installed and return as soon as possible. Follett Authorized Delivery and Installation cannot be offered without a completed and signed Site Survey.

## Service and charges approved by

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Contact at delivery site

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
email

\_\_\_\_\_  
Phone

Customer purchase order number: \_\_\_\_\_

Follett quote number (if available): \_\_\_\_\_

## Installation address

Name of Facility: \_\_\_\_\_

Street Address: \_\_\_\_\_

Suite/Floor: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Additional site information to assist delivery team: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Site-specific survey questions for installation

### Receiving

1. Is the facility tractor-trailer accessible? Yes ☐ No ☐
2. Will a tractor-trailer be able to stay in its parked location without creating issues? Yes ☐ No ☐
3. Is there a shipping/receiving dock at the facility? Yes ☐ No ☐
4. Is the shipping/receiving dock tractor-trailer accessible? Yes ☐ No ☐

### Delivery

5. Do you require a specific delivery window? (Additional charges will apply). Yes ☐ No ☐
6. Are there any obstructions or required security clearances from the delivery site to the point-of-install site (delivery path)? Yes ☐ No ☐
7. Are there any turns along the delivery path? Yes ☐ No ☐  
If yes, confirm unit(s) will fit around any corners.
8. Are there any stairs/steps along the delivery path? Yes ☐ No ☐
9. How many doorways are along the delivery path (upright models only)? \_\_\_\_\_

Provide the dimensions of each doorway (including obstructing hardware) (inches):

\_\_\_\_\_ W x \_\_\_\_\_ H

\_\_\_\_\_ W x \_\_\_\_\_ H

\_\_\_\_\_ W x \_\_\_\_\_ H

\_\_\_\_\_ W x \_\_\_\_\_ H

\_\_\_\_\_ W x \_\_\_\_\_ H

\_\_\_\_\_ W x \_\_\_\_\_ H

10. Will use of an elevator be required to install the unit? Yes ☐ No ☐  
Freight Elevator? Yes ☐ No ☐ Dimensions: \_\_\_\_\_
11. What type of flooring will the unit be installed on? \_\_\_\_\_
12. Will the unit be installed on top of a platform? Yes ☐ No ☐
13. Please confirm that any existing units have been relocated from the installation location. Yes ☐
14. Ceiling height where equipment will be installed (upright models only)? \_\_\_\_\_
15. If available, please submit the following photos with return of this completed document (upright models only):
  1. Photo of install footprint
  2. Photo of doorway(s)
  3. Photo of loading dock
  4. Photo of elevator (if any)
  5. Photo of stairs (if any)

### Authorized Installation

16. What type of electrical outlet\* do you have in the footprint? 15 A ☐ 20 A ☐

\* **DEDICATED CIRCUIT REQUIRED.** 15 Amp dedicated circuit required for all compact refrigerators and freezers, and single door upright refrigerators. 20 Amp dedicated circuit required for all single door upright freezers and double door upright refrigerators.

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