



# Follett® Authorized Services<sup>1</sup> – Upright Refrigerators and Freezers

## Authorized installation and start-up

TechTrans will deliver the specified equipment to the point of use, uncrate and set in place, install casters and shelves (if required), complete set-up to ensure the unit is working fully, and remove and discard all debris.

**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 to prevent delays in shipping.

Single door upright refrigerators and freezers	
Model	Item number
refrigerators	REF20-LB
	REF20-PH
	REF20-BB
	REF25-LB
	REF25-PH
	REF25-BB
freezers	FZR20-LB
	FZR20-PL
	FZR25-LB
	FZR25-PL

		Single Door Uprights	Double Door Uprights
<b>Item number</b>		<b>AS2</b>	<b>AS3</b>
Price for Follett Authorized Service <sup>3</sup>	First unit	\$475	\$775
	Subsequent units to the same location	\$175	\$250



Double door upright refrigerators	
Model	Item number
refrigerators	REF45-LB
	REF45-PH
	REF45-BB

Service includes	
Remove and discard all packing material and protective covering	
Install casters	
Position unit in final location (as directed by user)	
Install shelves, if included	
Plug the unit in	
Prepare and install glycerine solution in product simulation bottle(s)	
<b>NOTE:</b> REF require 50/50 and FZR 60/40 glycerin/water mix	
Connect battery pack(s) (inside door on façade)	
Check door sag and tension; adjust as needed	
Confirm door gasket seals properly when door is closed	
Set time and date in the controller	
Change temperature display to Fahrenheit, upon user request	
Adjust high and low temperature alarm settings, upon user request	
Confirm unit is getting cold	
Review operational procedures with equipment user	
Deliver operation and service manuals to user	

<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 \$150.

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

See reverse for standard terms and conditions.

## FOLLETT CONTRACT SERVICES STANDARD TERMS AND CONDITIONS

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

- All halls, doors and path to the final installation location must provide free and clear access.
- This service offering does not cover special validation processes required by 3rd party organizations.
- Site conditions, i.e., ceiling height, cabinet clearances, clearances to walls, structures, adjacent equipment, etc., will be in accordance to the Follett specifications.
- Dedicated 115 V/60 Hz 15 amp outlet available within 5 feet of equipment location for single door upright refrigerators and dedicated 115 V/60 Hz 20 amp outlet available within 5 feet of equipment location for double door upright refrigerators and single door upright freezers.
- Should the installation site not be ready when Follett or its installer arrives, any additional expenses will be charged to the customer.
- Acquisition and cost of permits, inspections, variances, etc., are not included in this quotation and will be the responsibility of others.
- 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.
- 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.
- Special anchors, hurricane ties, seismic anchoring etc. and labor that may be required for securing are the responsibility of others.
- Fire proofing, explosion proofing, etc., of any or all parts of the installation or equipment to be installed are the responsibility of others.
- Follett or its installer reserves the right to decline services, materials, labor, etc., that will create or require Follett or its installer to work in an unsafe environment.
- Follett or its contractor is not responsible for acts of God, fire, weather, theft, or vandalism that result in additional charges not included in this quotation.
- At the sole discretion of Follett, any or all requests for changes, additions, or modifications to this quotation will require completion of the Follett Installation Change Order Request by the equipment purchaser. Failure to comply with the request for change order process may result in delays for which Follett or its installer will not be liable.

Follett is a registered trademark of Follett LLC, registered in the US.

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

## Authorized installation and start-up

This form is required to help ensure smooth delivery and installation of your equipment. Please fill in this checklist to completion for each piece of equipment being installed and return as soon as you are able. 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 \_\_\_\_\_

## Installation address

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

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

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

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

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

\_\_\_\_\_

\_\_\_\_\_

## Site-specific survey questions

### 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 time for delivery? Yes  No   
If yes, specify time \_\_\_\_\_
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? \_\_\_\_\_

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. What floor will the unit be installed on? \_\_\_\_\_
11. Will use of an elevator be required to install the unit? Yes  No   
Freight Elevator? Yes  No  Dimensions: \_\_\_\_\_
12. What type of flooring will the unit be installed on? \_\_\_\_\_
13. Will the unit be installed on top of a platform? Yes  No
14. Will any existing equipment need to be moved out of the installation location? Yes  No
15. Ceiling height where equipment will be installed? \_\_\_\_\_

### Installation

16. What type of electricity do you have in the footprint and does it comply with the specific product specifications? \_\_\_\_\_

Please submit the following photos with return of this completed document, if available:

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)

**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.**