



# Follett® Authorized Services<sup>1</sup> - Countertop and Undercounter Refrigerators & Freezers

Authorized delivery, installation and start-up options<sup>2</sup>

Countertop refrigerators	
Model	Item number
refrigerators	REF1 & REF2
	REF1-KP & REF2-KP
	REF1-PR & REF2-PR

Countertop freezers	
Model	Item number
freezers	FZR1 & FZR2
	FZR1-KP & FZR2-KP



Performance Plus refrigerators	
Model	Item number
refrigerators	REF4P-00-00
	REF4P-00-GD
	REF4P-KP-00
	REF4P-KP-GD
	REF5P-00-00
	REF5P-00-GD
	REF5P-KP-00
	REF5P-KP-GD
	REF4P-T-00-00
	REF4P-T-00-GD
	REF4P-T-KP-00
	REF4P-T-KP-GD
	REF5P-T-00-00
	REF5P-T-00-GD
	REF5P-T-KP-00
	REF5P-T-KP-GD
	REF5BBP-T-00-00
	REF5BBP-T-00-GD
	REF5BBP-T-KP-00
	REF5BBP-T-KP-GD

Performance Plus freezers	
Model	Item number
freezers	FZR4P-00-00
	FZR4P-KP-00
	FZR5P-00-00
	FZR5P-KP-00
	FZR4P-T-00-00
	FZR4P-T-KP-00
	FZR5P-T-00-00
	FZR5P-T-KP-00
	FZR5PLP-T-00-00
	FZR5PLP-T-KP-00

Part number		Authorized Delivery, Installation & Start-up
AS1		
Price for Follett Authorized Service <sup>3</sup>	First unit	\$325
	Subsequent units to same location	\$125
Check mark (✓) indicates feature is included. Boxes not checked indicate equipment owner/user responsibility.		
Receive and inspect equipment for damage		✓
Notify Follett immediately of any damage		✓
Transport equipment to customer installation location		✓
Remove and discard all packing material and protective covering		✓
Install casters (if purchased as an accessory)		✓
Position unit in final location (as directed by user)		✓
Install shelves and any accessories such as chart recorder paper and pen, etc.		✓
Make final electrical connections		✓
Prepare and install glycerin solution in product simulation bottle(s) <b>NOTE:</b> REF requires 50/50 and FZR 60/40 glycerin/water mix		✓
Confirm 8 AA batteries have been installed for touchscreen or keypad (if so equipped)		✓
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 temperature is pulling down by observing the reading of the NTC1 probe		✓
Instruct user on lock/unlocking of keypad (if applicable)		✓
Review operational procedures with equipment user		✓
Deliver Operation and Service manuals to user		✓

<sup>1</sup> Authorized services available only with Team Worldwide Global Logistics Solutions freight and does not include dock-to-dock common carrier freight charges.

<sup>2</sup> See reverse for standard terms and conditions.

<sup>3</sup> **Dock-to-dock common carrier freight charges not included.**  
For 10 or more units please contact customer service.

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## FOLLETT CONTRACT SERVICES STANDARD TERMS AND CONDITIONS

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

- Follett LLC (hereafter Follett) or its agent will not transport equipment up or down stairs. If required, a freight elevator must be available.
- All halls, doors 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 as indicated by Follett.
- Dedicated 115 V/60 Hz 15 amp outlet must be available within 5 feet of equipment location.
- Should the installation site not be ready when Follett or its installer arrives, any additional expenses incurred by Follett will be charged over and above the amount of this quotation.
- 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 materials, precautions, personnel, permits, etc., to satisfy local, municipal, state, or any codes other than national building codes 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 or provide an unsafe environment.
- Follett or its installer will furnish the necessary installation labor between the hours of 7:00 a.m. and 4:00 p.m., Monday through Friday, excluding holidays. Overtime/premium rates are not included in this quotation.
- Travel charges in excess of thirty (30) minutes and/or thirty (30) miles each way will be charged over and above the amount of this quotation.
- Prevailing wage stipulations, union membership/trade union requirements/contributions are not included in this quotation. This quotation assumes open job site merit-based contractors. Any charges incurred due to union/trade-related issues, wages, etc., are not included in this quotation.
- Follett or its contractor is not responsible for acts of God, fire, weather, theft, or vandalism that results 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.