

Follett® Authorized Services¹ – Countertop and Undercounter Refrigerators and Freezers



Countertop refrigerators and freezers	
Model	Item number
refrigerators	REF1 & REF2
	REF1-KP & REF2-KP
	REF1-PR & REF2-PR
freezers	FZR1 & FZR2
	FZR1-KP & FZR2-KP



Performance Plus Undercounter refrigerators and freezers	
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
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

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 or drawers (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 survey², form# 8285. Please return completed site survey with purchase order to prevent delays in shipping.

Countertop and Undercounter Refrigerators and Freezers		
Item number		AS1
Price for Follett Authorized Service ³	First unit	\$325
	Subsequent units to the same location	\$125

Service includes

Remove and discard all packing material and protective covering
Install the following accessories, if ordered: casters, dry contacts, stacking kit for two units (attaching to wall is responsibility of others)
Position unit(s) in final location (as directed by user)
Install shelves or drawers
Plug the unit in ⁴
Prepare and install glycerine solution in product simulation bottle
NOTE: REF require 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 is getting cold
Review operational procedures with equipment user
Deliver operation and service manuals to user

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

² If you are unable to complete the site survey, this service is available through TechTrans for \$150.

³ Dock-to-dock common carrier freight charges provided as separate line item.

⁴ See terms and conditions, item 4, for electrical requirements.

See reverse for standard terms and conditions.

FOLLETT AUTHORIZED SERVICES STANDARD TERMS AND CONDITIONS

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 outlet, as required, available within 5 feet of equipment location.
5. Should the installation site not be ready when Follett or its 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. Fire proofing, explosion proofing, etc., of any or all parts of the installation or equipment to be installed are the responsibility of others.
11. 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.
12. 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.
13. 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.

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 (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. Will any existing equipment need to be moved out of the installation location? Yes No

14. Ceiling height where equipment will be installed (upright models only)? _____

Installation

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

NOTE: 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.

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)

Please return completed site survey to customerservice@follettice.com along with your purchase order to prevent a delay in order processing.