



# Follett® Authorized Services<sup>1</sup> – 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. 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 to prevent delays in shipping.

## Countertop and Undercounter Refrigerators and Freezers

Item number		AS1
Price for Follett Authorized Service <sup>3</sup>	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<sup>4</sup>
- 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

<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.

<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 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 3<sup>rd</sup> 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.

# 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.

## 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 of two hours or less? Yes ☐ No ☐  
If yes, specify time. Additional charges may apply. \_\_\_\_\_
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)? \_\_\_\_\_
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 ☐

**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.

**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.**