



Appliance Terms of Installation

CUSTOMER'S LAST NAME:
CUSTOMER'S FIRST NAME:
BEST BUY CUSTOMER SPECIALIST:
ROS/OMS #

Important Facts - Please Initial

- Direct Replacement Only:** Disconnection, normal extraction, reconnection to existing services (excluding Refrigerator Waterline and Window Air Conditioners). Delivery and Haul-Away available for an additional charge.
- Additional Charges May Apply:** Installers will provide an estimate to you prior to performing work that requires an additional charge such as regional permits, parts or labor.
- Scheduling:** Our installer will contact you to schedule your 4 hour time window for your installation no later than the day prior to your scheduled installation appointment.
- Adult Must Be Present:** A person 18 years of age or older must be present during installation. Installer will require that an installation control form is signed for completion of service.

INSTALLATION FEES, PREPAID IN OUR STORES OR FOR AUTHORIZED ADDITIONAL PARTS AND LABOR, ARE NON-REFUNDABLE AFTER INSTALLATION IS COMPLETED.

When the Installation Professional Comes to your Home, he/she Will Perform the Following:

- Direct replacement of an existing similar appliance only (excluding Refrigerator Waterline, window Air Conditioners, Electric Hardware and Frigidaire Refrigerator/Freezer w/Trim Kit
- Obtain permit, if necessary. Customer is responsible for price of permit.
- A pre-site survey to determine if the service can be completed, including testing electrical service and ensure that it has the proper amperage to support product..
- Survey and document, on Installation Control Form (ICF), any existing damages, blemishes and/or defects on surrounding property including, but not limited to, walls, flooring, cabinets, countertop, ceilings and appliances.
- Inspect plumbing and electrical services and document on ICF any existing defects, corrosion, substandard hookups or code violations.
- Determine and document on the ICF any charges necessary for additional labor, parts or permits.
- Advise customer to prepare for shut-down of services, as necessary.
- Review ICF with customer and receive authorization to perform services from customer by obtaining signature on ICF prior to beginning service.
- Provide adequate protection to all surrounding walls, flooring, cabinets, countertops, ceilings, fixtures and appliances.
- Unpack, inspect and prepare appliance for service.
- Ensure work area is adequately ventilated during service process.
- Disconnect and remove existing similar appliance from surrounding cabinets and fixtures.
- Accommodate services, if necessary and possible, to meet all plumbing, electric, and building codes and all manufacturers' installation specifications, but not to exceed authorized additional charge estimate provided to customer.
- Connect electrical service as required by National Electric Code.
- Upon extraction of existing appliance, Installer determines and confirms with customer and documents on the ICF charges necessary for additional labor, parts, or permits that are needed to proceed with the service, due to the conditions found after extraction. Installer has the customer initial the ICF.
- Install new appliance to customer's satisfaction in accordance with local code and regulation or to manufacturer specifications.
- Double-checks all connections.
- Check and verifies that all user functions are operational. When performing this check, the Installer sets the clock and presets, if applicable.
- Correct any defects in the installation (if applicable), and retests appliance.
- Level appliance.
- Remove carton and packing materials from premises.
- Ensure all work areas are neat, clean, and dry.
- Walk through a demo with the customer to show the customer basic operations of their new appliance.
- Review service warranty terms and informs customer of the Best Buy in-home installation and service 800 phone number.
- Record service date and Installer's company name on customer's Best Buy receipt.
- Sign, date and have customer sign two copies of the Installation Control Form after the service is completed.

I have read and agreed to the terms and conditions of this agreement. I understand that I will be charged for any additional labor, parts and any necessary permits that may be required. I understand that all fees are non-refundable after the installation is performed.

FOR ANY FURTHER QUESTIONS FOLLOWING YOUR INSTALLATION PURCHASE, PLEASE CALL 1-888-BESTBUY

CUSTOMER SIGNATURE _____ DATE _____

DISCLAIMER & WAIVER - Best Buy™ and/or its third party service provider shall not be liable for any failure or delay in performance due to any cause beyond its control. If Best Buy or its third party service provider's ability to render services is impaired by you or circumstances beyond the control of Best Buy and/or its third party service provider, Best Buy and/or its third party service provider may choose not to provide services. Service can also be denied if dangerous or unhealthy conditions are present. Service can be denied for any work (including those listed as requiring additional charges) which is not included in the basic installation and/or may not be performed as determined by installer at installer's sole discretion. For any un-installation services provided, you agree that neither Best Buy nor its third party service provider shall be responsible for repairing any damage or changes made to your residence. © 2008 Best Buy.

EXPLANATION OF SERVICES – If your installation is not detailed on this form, see a Customer Specialist for details.

AIR CONDITIONER (standard opening windows only) – Installer will:

- Ensure that the window isn't higher than the 2nd floor, otherwise additional charges may be assessed.
- Ensure that there are existing brackets or support platform for units to be installed above the first floor, if the AC is over 8,000 BTU. Otherwise, additional charges will be assessed.
- May elect not to perform an installation due to legitimate safety concerns.
- Ensure the selected window air conditioner (AC) has adequate BTUs for desired area.
- Measure window opening to ensure new AC is correct size and type.
- Perform installation in Casement window only (bottom to top opening).
- Test electrical service and ensure it is proper amperage to support selected AC.
- Determine and document on the ICF any charges necessary for additional removal, coolant evacuation and/or product disposal charges.
- Extract existing AC and all sealants, brackets, woodwork and fasteners as necessary.
- Unpack, inspect and prep appliance for installation insuring drain plug is removed, if necessary.
- Seat AC chassis into opening and ensure unit is secured according to manufacturer's requirements.
- Fabricate and install any additional filler boards, support, and/or perform any modifications necessary (but not to exceed authorized estimate) to window, sill, jamb and/or storm window to ensure unit is adequately supported.
- Seat storm window and upper sash onto AC or chassis and install all gaskets and seals.
- Provide and install any additional caulking or sealant to ensure AC is weather-tight.
- Ensure unit is tilted to allow for proper drainage.
- Provide and install any piping to ensure AC drainage is safely routed.
- Ensure upper sash is properly secured to prevent window from being opened from outside.
- Install all knobs, controls, filters and accessory covers as necessary.
- Connect AC cord to receptacle and secure or conceal as necessary to prevent tripping.
- Ensure the receptacle is properly grounded according to N.E.C. codes and provide adequate amperage without overloading circuit.
- Test AC by activating and monitoring the compressor at all settings, the fan at all speeds, all accessories (louvers, directional air controls, timer, etc.), and the exhaust control.
- Ensure any drainage piping installed is not leaking.
- Due to Federal, State or Local requirements, installer may charge an additional disposal fee for haul away.

BUILT-IN OVEN – Installer will:

- Typically a two-person team will install Double Wall Ovens.
- Terminate gas service from shut-off valve, verify gas is turned off at shut-off valve and then disconnect gas from appliance. If no shut-off valve is present, additional charges can be applied to terminate gas service and install a shut-off valve, but not to exceed authorized additional charge estimate provided to customer.
- Ensure line is capped and there are no leaks.
- Terminate electrical service for electric oven and disconnect from appliance.
- Ensure electrical cord has been unplugged to prevent damage to receptacle.
- Connect gas service to new gas oven.
- Connect electrical service to new electric oven.
- Turn gas service back on and test all connections for leaks.
- Install anti-tip bracket.
- Monitor gas service and ensure there are no leaks.
- Ensure all accessories, (grates, pans, racks, burner caps, etc.) are installed on appliance.
- Test wall oven by activating and monitoring all surface burner elements, all broiler, oven, or interior heating elements, all controls, accessories (clock, timer, settings, etc.), oven door, storage drawer, and ensure all burner elements are adjusted accordingly to display proper flame characteristics.
- If a new shut-off valve was installed, installer will verify that all pilot lights are lit.

COOKTOP – Installer will:

- Terminate gas service from shut-off valve, verify gas is turned off at shut-off valve and then disconnect gas from appliance. If no shut-off valve is present, additional charges can be applied to terminate gas service and install a shut-off valve, but not to exceed authorized additional charge estimate provided to customer.
- Ensure line is capped and there are no leaks.
- Terminate electrical service for electric cooktop and disconnect from appliance.
- Ensure electrical cord has been unplugged to prevent damage to receptacle.
- Connect the electrical supply according to all local codes.
- Connect gas service and ventilation to new gas appliance.
- Set cooktop into opening.
- Extend leveling brackets to floor of cabinet so cooktop sits straight.
- Secure the cooktop to the countertop.
- Screw leveling brackets to bottom of cabinet.
- Run appropriate power cable into cabinet.
- Connect cooktop to electrical box and receptacle.
- Plug cooktop power cord into outlet.
- Turn gas service back on and test all connections for leaks.
- Monitor gas service and ensure there are no leaks.
- Ensure all accessories, (grates, pans, racks, burner caps, etc.) are installed on appliance.
- Test cooktop by activating and monitoring all surface burner elements, all controls, accessories (clock, timer, settings, etc.), and ensure all burner elements are adjusted accordingly to display proper flame characteristics.
- If a new shut-off valve was installed by installer, installer will verify that all pilot lights are lit.
- Cooktop with Downdraft only – Remove shipping brackets from downdraft chimney.
- Cooktop with Downdraft only – Align mounting brackets into downdraft chimney.
- Cooktop with Downdraft only – Ensure any moving parts such as a periscope or telescope venting system is fully operational.
- Cooktop with Downdraft only – Test downdraft by activating and monitoring ventilation connections (check exterior wall cap for debris).

DISHWASHER – Installer will:

- Terminate hot-water service and electrical service.
- Disconnect mechanical services from existing dishwasher and cap as necessary.
- Modify existing Dishwasher, if necessary, to allow clearance through existing opening but not to exceed authorized additional charge estimate to customer.
- Perform appropriate drilling if side-mounting is necessary and possible.
- Utilize as many mounting tabs as needed.
- Connect hot-water feed to Dishwasher and discharge hose to drain system as required by national, state and local plumbing codes.
- Ensure discharge hose is properly looped to prevent backflow into dishwasher.
- Connect electrical service as required by National Electric Code.
- Ensure dishwasher is properly grounded.
- Turn on hot water feed and check all connections.
- Test dishwasher by manually advancing timer to fill cycle.
- Advance timer to "wash" cycle and ensure pump, spray arms and/or towers are functioning properly.
- Advance timer to "drain" cycle and ensure drain discharge pump is functioning properly.
- Monitor all connections.
 - a. Shut-off valves, packing nut and fittings.
 - b. State approved tubing and dishwasher coupling.
 - c. Discharge hose connection to disposer, air gap or drain stem.
 - d. All visible drain line and supply line connections.
- Inspect and ensure any surrounding mechanical services are intact and free of leaks.
- Inspect and ensure dishwasher tub, all motor seals, pump seals, fill-valve tubing, etc. are free of leaks at all visible locations.
- Reverse door and access cover color panels if desired by customer.
- Dual Drawer Dishwasher only – Ensure all accessories, (panels, etc.) are installed on dual drawer dishwasher.

GARBAGE DISPOSAL – Installer will:

- Disconnect and remove trap and drain line connector from disposer.
- Terminate electrical service and drain sink so as not to affect other fixtures as much as possible.
- Remove existing mounting ring and clean sink flange of all debris.
- Install new mounting ring with adequate sealant and torque to prevent leakage.
- Remove knock-out plug if dishwasher discharges into disposer.
- Connect electrical service as required by National Electric Code.
- Ensure disposer is properly grounded.
- Reconstruct drain line connections providing adequate sealants, gaskets, and /or ferrules to prevent leakage.
- Reattach discharge hose/boot from dishwasher and ensure hose is properly looped.
- Test drain line connections by filling and draining sink.
- Test dishwasher discharge hose connection (if necessary) by filling and draining dishwasher.
- Test disposer by running cold water through unit and activating for 15 seconds.
- Monitor disposer and all connections to ensure proper installation and operation.
- Ensure any surrounding mechanical services are intact and free of leaks.
- Ensure customer has "wrench" or "key" and understands how to properly dislodge jams.

GAS RANGE/GAS DRYER – Installer will:

- Terminate gas service from shut-off valve, verify gas is turned off at shut-off valve and then disconnect gas from appliance. If no shut-off valve is present, additional charges can be applied to terminate gas service and install a shut-off valve, but not to exceed authorized additional charge estimate provided to customer.
- Ensure line is capped and there are no leaks.
- Ensure electrical cord has been unplugged to prevent damage to receptacle.
- Disconnect exhaust connection from gas dryers.
- Connect gas service and ventilation to new gas appliance.
- Turn gas service back on and test all connections for leaks.
- Install anti-tip bracket on gas range.
- Monitor gas service and ensure there are no leaks.
- Ensure all accessories; (grates, pans, racks, burner caps, lint filter, etc.) are installed on appliance.
- On dual-fuel ranges only: Connect 220 volt range cord to oven and plug into 220 volt receptacle.
- Test gas appliance by activating and monitoring all surface burner elements, all broiler, oven, or interior heating elements, all controls, accessories (clock, timer, settings, etc.), all ventilation connections (check exterior wall cap for debris), oven door, storage drawer, or dryer door, dryer timer and accessories, and ensure all burner elements are adjusted accordingly to display proper flame characteristics.
- If a new shut-off valve was installed by the installer, verify that all pilot lights are lit.

LIQUID PROPANE – Installer will:

- Perform this installation in conjunction with a gas installation.
- For most dryers - Remove the front of dryer and remove the igniter switch.
- For dryers - Remove old gas orifice and install new propane orifice.
- For ranges - Turn all burner controls down to proper level.
- Complete conversion according to the manufacturer's specifications and to customer's satisfaction.
- Ensure all burner elements are adjusted accordingly to display proper flame characteristics.

OVER-THE-RANGE MICROWAVE – Installer will:

- Disconnect electrical service to existing OTR or range hood.
- Disconnect duct (if necessary).
- OTR Plus only – Install grounded, code approved receptacle to meet electric codes when replacing a range hood (power must exist at receptacle site).
- If grounded receptacle pre-exists, installer will test for proper ground and ensure that service provides adequate amperage for new OTR.
- Mount, center (if possible) and secure support bracket for new OTR as required by manufacturer's specifications.
- Check and rotate, if necessary, exhaust fan, as required, for existing ventilation.
- Connect and seal to existing duct, if necessary.
- Plug OTR cord into receptacle and secure with hardware provided.
- Install all accessory filters, covers, panels, and/or racks.
- Test OTR by activating and monitoring a heating cell (using container filled with water), the exhaust fan and all lights and remaining accessories.
- If OTR is mounted using ductless application, installer will ensure accessory charcoal filter is properly installed.

RANGE HOOD – Installer will:

- Terminate and disconnect electrical service.
- Disconnect duct (if necessary).
- Ensure new range hood is properly adjusted for existing ventilation capability.
- Connect electrical service as required by National Electric Code.
- Reconnect and seal to existing duct, if necessary.
- Install all components such as filters, access panels, light bulbs (supplied by customer and not to exceed recommended wattage).
- Activate and test exhaust fan at all speeds and light at all settings.
- Ensure back-draft damper is opening and closing as required for ducted applications.
- Check exterior wall cap and ensure there are no blockages.
- Ensure charcoal filter is installed for non-ducted applications.
- Monitor all connections to ensure proper installation and operation.

REFRIGERATOR WATERLINE – Installer will:

- Survey kitchen and locate nearest accessible cold water service.
- Ensure electrical cord is unplugged, if necessary, to prevent damage to electrical receptacle.
- De-pressurize main cold water system as required.
- Provide labor and parts to install shut-off valve and fittings and up to 20' of 1/4" cold water supply line (ensuring that adequate coil is available for customer to roll refrigerator away from wall) to meet all national, state and local plumbing codes.
- Pressurize main water supply and check all connections.
- Purge air from systems as required.
- Double-check openings that are to be created to route cold water feed to ensure no damage occurs to other mechanical systems or visible surfaces.
- Supply labor to install in-line water filter (if applicable).
- Pressurize new cold water feed to rinse any contaminants out of line.
- Connect tubing to refrigerator and pressurize new cold water feed.
- Check all connections.
 - a. Shut-off valve into main cold water supply line.
 - b. 1/4" tubing connection at new shut-off valve.
 - c. Packing nuts on all valves affected.
 - d. 1/4" tubing connection to refrigerator.
 - e. Refrigerator's plastic supply tube from solenoid to ice maker.
 - f. Mechanical couplings (if necessary) on models with through-door water dispenser.
- Ensure new state approved tubing is secured to refrigerator, to new shut-off valve and to surrounding house framing.
- Ensure cord is plugged back into receptacle, properly secured, and refrigerator is turned on.
- Re-locate refrigerator in opening and adjust for proper door swing if necessary.
- Activate ice maker by placing control arm in ready position.
- Activate through-door water dispenser by filling refrigerator reservoir and dispensing several cups of water.

EXAMPLES OF PARTS, LABOR AND/OR INSTALLATIONS REQUIRING ADDITIONAL CHANGES

- **Air Conditioners** – Any gap fillers, wall brackets, extended drain lines, dedicated 110 volt electrical line, services above the 2nd floor.
- **Built-In Ovens** – Shelf build-up when new unit is shorter than old, flex lines, shut off valves, converting from gas to electric or vice versa (may require electrician and/or local gas provider), custom carpentry work to allow the new appliance to fit.
- **Cook Tops** – Custom carpentry work to allow the new appliance to fit, working in crawl spaces, flex lines, shut off valves, converting from gas to electric or vice versa (may require electrician and/or local gas provider).
- **Dishwashers** – Any waterlines, risers, air gaps, pigtails, elbows, on/off switches, working in crawl spaces, or any custom carpentry work to remove old unit.
- **Electric Appliance** – Any electric cords needed to complete the service, any additional dedicated electrical lines.
- **Garbage Disposals** – Any p-traps, switch plates, drain hoses, air gaps, extending the plumbing, or a dedicated 110 volt electrical line.
- **Gas Ranges/Gas Dryers** – Any Flex lines, shut off valves, vent-less exhaust kits, conversion kits, vent hose, stacking of laundry, expansion and reduction adapters, or any custom carpentry work to allow the new appliance to fit.
- **Liquid Propane (LP) Conversions** – Any conversion of an appliance to (LP) if service is not purchased during the sales process.
- **Over-The-Range Microwaves** – Dedicated 110 volt electrical line, changing a round vent to a rectangular vent or vice versa, installing an electrical receptacle box if improper service was sold, additional duct work to allow transition from external exhaust to recirculating or vice versa, or any custom carpentry work to allow new OTR to fit.
- **Range Hoods** – Any pigtails, dedicated 110 volt electrical line, changing a round vent to a rectangular vent or vice versa, or any custom carpentry work to allow new Range Hood to fit.
- **Refrigerator Waterlines** – Any lines over 20 feet, drill outs for no saddle valves, crawl space installations, or low attic installations.
- **Warming Drawers** – Shelf build-up, custom carpentry work to allow the new appliance to fit, custom panels.
- Any carpentry work to cabinets, closets, or any custom work for non-direct replacement appliances.
- Any modification of services, if necessary, to meet all plumbing, electric, local building codes, and all manufacturers service specifications.
- Other services that may be requested by the customer.