



Appliance Installers' Handbook

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The most current version of this document can be found under "Manuals" on the DOLI home page.

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ABOUT THIS DOCUMENT

This document outlines information, procedures, and best practices related to performing appliance installations for Installs. As a service provider, you will find this document useful for training and reference purposes.

Objectives

After reading this document, you will be able to:

- Comply with Installs' and clients' expectations of appliance installers
- Perform appliance installations within Installs processes and procedures
- Utilize guidelines and best practices endorsed by Installs to perform high-quality, safe, efficient appliance installations

Terms and Acronyms

Term	Definition
DOLI	<i>Digital Online Interface</i> ; Installs' proprietary, browser-based communication system, which allows instantaneous communication of new orders, escalations, completions, and reporting between Installs, clients, and technicians.
EFT	<i>Electronic Funds Transfer</i> ; The electronic exchange or transfer of money from one account to another through computer-based systems.
Escalation	A ticket submitted by Installs in the DOLI system to bring attention to a job for either positive reasons, such as recognizing an installer company or a technician for a job well done, or to collect information from all parties involved in a negative customer service experience or incident.
GFI	<i>Ground Fault Interrupter</i> ; An electrical wiring device that disconnects a circuit whenever it detects that the electric current is not balanced between the energized conductor and the return neutral conductor.
LDC	<i>Local Distribution Center</i> ; warehouse where products are stored before being delivered to end users.
PC	<i>Personal Computer</i> ; A computer built around a microprocessor for use by an individual, as in an office or at home or school.
RDC	<i>Regional Distribution Center</i>
SKU	<i>Stock-Keeping Unit</i> ; A number or code used to identify each unique product, item, or service for sale by a business.
SOW	<i>Scope of Work</i> ; Detailed description of the job.
Upsell	The sale of additional products or services to a customer while onsite to perform the service the customer already purchased.

INSTALLS STORE PRIMARY DRESS CODE

Requirements

All Installs H.H.Gregg service providers are expected to follow the dress guidelines outlined below. These dress guidelines are put in place by Installs and H.H.Gregg and must be followed whenever you are engaged in H.H.Gregg work. This includes picking up product from H.H.Gregg locations, performing onsite services for H.H.Gregg customers, and conducting store visits. **If you do not follow the dress guidelines, including the use of Installs logo shirts by all servicers, you may risk losing your primary position.**

Professional appearance, style, and hygiene

Keep hair neat, clean, and conservatively styled; keep facial hair trimmed and neat in appearance

HATS:

Hats with Installs logo or no logo are permitted

SHIRTS:

Clean, appropriately sized collared shirt with Installs logo

PANTS:

Clean and appropriately sized khakis or work pants or jeans

SHOES:

Closed toe work shoes or boots appropriate for job site
Use shoe covers while inside customer's home

COLD WEATHER:

Servicers may wear clean white or blue long-sleeved shirts with no tears under their collared shirts

Servicers may wear clean jackets, parkas, or winter coats with no logos, no sports team affiliations, and no tears



To order Installs Polo shirts, use the “Order Shirts” feature in DOLI.

Prohibited Items

The following items are unprofessional and may pose safety hazards. These items are not allowed at any time by any client on any job.

- "Hoodie" sweat shirts
- T-shirts
- Shorts
- Torn clothing
- Baggy or low rise pants
- No visible pierced body jewelry (including tongue, nose, and eyebrow), excessively pierced ear jewelry, or jewelry that presents a safety hazard
- Tattoos that may be considered offensive (violent or sexually explicit images, profanity) must be covered



Ordering Installs Polo Shirts via DOLI

Installs logo shirts range from \$17 to \$25 per shirt, depending on the size ordered. Each servicer who works on jobs for clients requiring Installs logo shirts should have at least one; servicers who frequently work jobs for clients requiring Installs logo shirts should have multiple shirts.

To simplify the payment process and ease the impact of the expense, Installs will deduct the cost of your ordered shirts from your next three payments (if you order a single shirt, the total cost of that one shirt will be deducted from you next pay).

1. Log in to DOLI with your administrative username and password.
2. Click the **ORDER SHIRTS** button on the main navigation panel of the DOLI homepage.
3. Compile and submit your order.



Note: Shirt prices displayed in DOLI include shipping.

INSTALLS PROCESSES

This section outlines Installs corporate procedures that all service provider companies and technicians must know, understand, and follow.

Appliance Job Acceptance Process

Installs provides appliance installation customers an installation date only. The assigned installer company determines the technician arrival window with the customer and updates DOLI accordingly.

When you and your company accept appliance jobs, you must follow the process below to set and confirm the arrival window with the customer:

- Make a confirmation phone call to each customer between dispatch time (approximately 3:00pm) and 9:00pm local time the day before the scheduled installation service date.
- Provide the customer a three-hour arrival window that you know you can successfully achieve for the scheduled date.
- Enter the start time of the three-hour arrival window on the job in your installer view of DOLI before 8:00am on the date of the scheduled service.

Note: By entering the start time in DOLI, you are agreeing to complete the service for that customer.

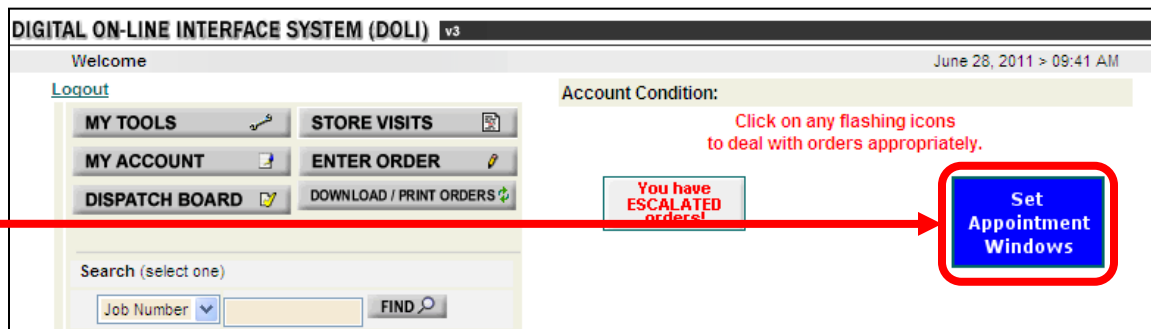
Please read the following procedure for detailed instructions on updating DOLI with the arrival window start time.

Setting the Appointment Window for Multiple Appliance Orders

Note: Use this procedure to set the appointment window start time for multiple appliance jobs at one time.

You must contact the customer to set the appointment window between 3:00pm and 9:00pm local time the night before the scheduled installation/service date. You must set the appointment window in DOLI by 8:00am the day of the installation.

1. After dispatch time (approximately 3:00pm local time), log in to your DOLI Installer account.
2. On your DOLI homepage, click the blue **Set Appointment Windows** button.



Note: This displays your appliance jobs for the next day that are currently in **Scheduled – Dispatched** or **Scheduled – Accepted** status.

If you do not see the blue **Set Appointment Windows** button, one or a combination of the following factors apply:

- You currently have no appliance jobs scheduled for tomorrow
- Your currently have no appliance jobs for tomorrow with a status of **Scheduled – Dispatched** or **Scheduled – Accepted**
- Appliance orders scheduled for tomorrow have not yet dispatched

If the orders displayed were scheduled prior to June 29, 2011, you will see the scheduled start time. If the order was scheduled on or after June 29, 2011, you will see a default start time of 8:00am and default end time of 5:00pm.

#	Job #	Selling Store	Pickup Store	Install Type	Customer	Phone	Installation Area	Tech Name	Install Date	Appointment Window
1.)	2022852	198	198	Dishwasher	WELLS	WELLS	PETERSBURG, VIRGINIA 23803	WELLS	06/07/2011	Start: 11:00 AM End: 02:00 PM
2.)	2022851	198	198	Microhood, Ducted or Ductless	WELLS	WELLS	PETERSBURG, VIRGINIA 23803	WELLS	06/07/2011	Start: 02:15 PM End: 05:15 PM
3.)	2022850	198	198	Dishwasher	WELLS	WELLS	CHESTER, VIRGINIA 23831	WELLS	06/07/2011	Start: 05:00 PM End: 08:00 PM
4.)	2022849	198	198	Dishwasher	WELLS	WELLS	PETERSBURG, VIRGINIA 23803	WELLS	06/07/2011	Start: 07:00 PM End: 10:00 PM
5.)	2022828	198	198	Microhood, Ducted or Ductless	WELLS	WELLS	PETERSBURG, VIRGINIA 23803	WELLS	06/10/2011	Start: 05:00 AM End: 01:00 PM
6.)	2022829	198	198	Dishwasher	WELLS	WELLS	PETERSBURG, VIRGINIA 23803	WELLS	06/11/2011	Start: 07:00 AM End: 10:00 AM

- From the Appointment Window **Start** fields for each order, select the start time for the installation arrival window you agreed on with the customer.

#	Job #	Selling Store	Pickup Store	Install Type	Customer	Phone	Installation Area	Tech Name	Install Date	Appointment Window
1.)	2022852	198	198	Dishwasher	WELLS	WELLS	PETERSBURG, VIRGINIA 23803	WELLS	06/07/2011	Start: 11:00 AM End: 02:00 PM
2.)	2022851	198	198	Microhood, Ducted or Ductless	WELLS	WELLS	PETERSBURG, VIRGINIA 23803	WELLS	06/07/2011	Start: 02:15 PM End: 05:15 PM
3.)	2022850	198	198	Dishwasher	WELLS	WELLS	CHESTER, VIRGINIA 23831	WELLS	06/07/2011	Start: 05:00 PM End: 08:00 PM
4.)	2022849	198	198	Dishwasher	WELLS	WELLS	PETERSBURG, VIRGINIA 23803	WELLS	06/07/2011	Start: 07:00 PM End: 10:00 PM
5.)	2022828	198	198	Microhood, Ducted or Ductless	WELLS	WELLS	PETERSBURG, VIRGINIA 23803	WELLS	06/10/2011	Start: 05:00 AM End: 01:00 PM
6.)	2022829	198	198	Dishwasher	WELLS	WELLS	PETERSBURG, VIRGINIA 23803	WELLS	06/11/2011	Start: 07:00 AM End: 10:00 AM

- From the first drop-down, select the hour.
- From the second drop-down, select the minutes.
Note: You may select minutes for the start time in 15 minute increments.
- From the third drop-down, select **AM** or **PM**.

Note: DOLI automatically calculates the three-hour window based on the start time you set and displays the End time.

- Once you have set all arrival window start times, click the **Save All** button.

#	Job #	Selling Store	Pickup Store	Install Type	Customer	Phone	Installation Area	Tech Name	Install Date	Appointment Window
1.)	2022852	198	198	Dishwasher	WELLS	WELLS	PETERSBURG, VIRGINIA 23803	WELLS	06/07/2011	Start: 11:00 AM End: 02:00 PM
2.)	2022851	198	198	Microhood, Ducted or Ductless	WELLS	WELLS	PETERSBURG, VIRGINIA 23803	WELLS	06/07/2011	Start: 02:15 PM End: 05:15 PM
3.)	2022850	198	198	Dishwasher	WELLS	WELLS	CHESTER, VIRGINIA 23831	WELLS	06/07/2011	Start: 05:00 PM End: 08:00 PM
4.)	2022849	198	198	Dishwasher	WELLS	WELLS	PETERSBURG, VIRGINIA 23803	WELLS	06/07/2011	Start: 07:00 PM End: 10:00 PM
5.)	2022828	198	198	Microhood, Ducted or Ductless	WELLS	WELLS	PETERSBURG, VIRGINIA 23803	WELLS	06/10/2011	Start: 05:00 AM End: 01:00 PM
6.)	2022829	198	198	Dishwasher	WELLS	WELLS	PETERSBURG, VIRGINIA 23803	WELLS	06/11/2011	Start: 07:00 AM End: 10:00 AM

Note: This displays the confirmation message, "Appointment Windows Updated. Please Notify Customers" at the top of the screen.

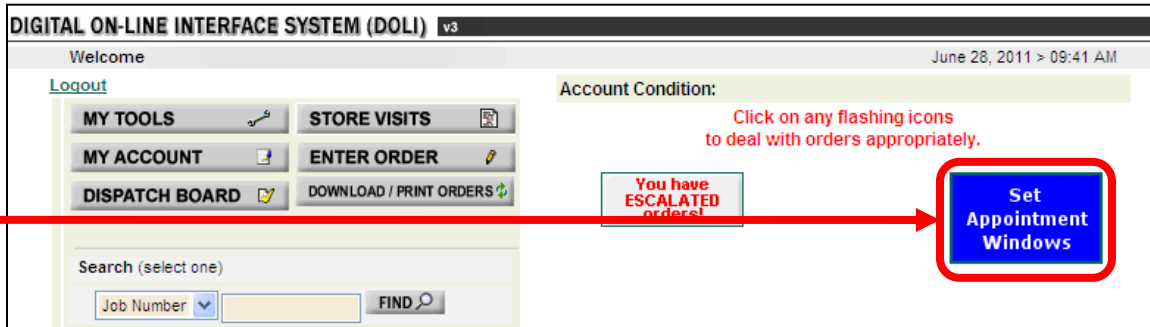
#	Job #	Selling Store	Pickup Store	Install Type	Customer	Phone	Installation Area	Tech Name	Install Date	Appointment Window
1.)	2022852	198	198	Dishwasher	WELLS	WELLS	PETERSBURG, VIRGINIA 23803	WELLS	05/07/2011	Start: 11:00 AM End: 02:00 PM
2.)	2022851	198	198	Microhood, Ducted or Ductless	WELLS	WELLS	PETERSBURG, VIRGINIA 23803	WELLS	05/07/2011	Start: 02:15 PM End: 05:15 PM
3.)	2022850	198	198	Dishwasher	WELLS	WELLS	CHESTER, VIRGINIA 23831	WELLS	05/07/2011	Start: 05:00 PM End: 08:00 PM
4.)	2022849	198	198	Dishwasher	WELLS	WELLS	PETERSBURG, VIRGINIA 23803	WELLS	05/07/2011	Start: 07:00 PM End: 10:00 PM
5.)	2022828	198	198	Microhood, Ducted or Ductless	WELLS	WELLS	PETERSBURG, VIRGINIA 23803	WELLS	05/10/2011	Start: 05:00 AM End: 01:00 PM
6.)	2022829	198	198	Dishwasher	WELLS	WELLS	PETERSBURG, VIRGINIA 23803	WELLS	05/11/2011	Start: 07:00 AM End: 10:00 AM

Setting the Appointment Window for an Individual Appliance Order

Note: Use this procedure to set the appointment window start time for a single appliance job.

You must contact the customer to set the appointment window between 3:00pm and 9:00pm local time the night before the scheduled installation/service date. You must set the appointment window in DOLI by 8:00am the day of the installation.

1. After dispatch time (approximately 3:00pm local time), log in to your DOLI Installer account.
2. On your DOLI homepage, click the blue **Set Appointment Windows** button.



Note: This displays your appliance jobs for the next day that are currently in **Scheduled – Dispatched** or **Scheduled – Accepted** status.

If you do not see the blue **Set Appointment Windows** button, one or a combination of the following factors apply:

- You currently have no appliance jobs scheduled for tomorrow
- Your currently have no appliance jobs for tomorrow with a status of **Scheduled – Dispatched** or **Scheduled – Accepted**
- Appliance orders scheduled for tomorrow have not yet dispatched

If the orders displayed were scheduled prior to June 29, 2011, you will see the scheduled start time. If the order was scheduled on or after June 29, 2011, you will see a default start time of 8:00am and default end time of 5:00pm.

#	Job #	Selling Store	Pickup Store	Install Type	Customer	Phone	Installation Area	Tech Name	Install Date	Appointment Window
1.	203200	196	196	Dishwasher	PETERSBURG, VIRGINIA 23603	...	06/27/2011	Start: 11:00 AM End: 02:00 PM Save
2.	203201	196	196	Microhoast, Ducted or Ductless	PETERSBURG, VIRGINIA 23603	...	06/27/2011	Start: 02:15 PM End: 05:15 PM Save
3.	203202	196	196	Dishwasher	CHESTER, VIRGINIA 23631	...	06/27/2011	Start: 05:00 PM End: 08:00 PM Save
4.	203203	196	196	Dishwasher	PETERSBURG, VIRGINIA 23603	...	06/27/2011	Start: 07:00 PM End: 10:00 PM Save
5.	203204	196	196	Microhoast, Ducted or Ductless	PETERSBURG, VIRGINIA 23603	...	06/18/2011	Start: 09:00 AM End: 01:00 PM Save
6.	203205	196	196	Dishwasher	PETERSBURG, VIRGINIA 23603	...	06/11/2011	Start: 07:00 AM End: 10:00 AM Save

3. From the Appointment Window **Start** field for the desired order, select the start time for the installation window you agreed on with the customer.



- a. From the first drop-down, select the hour.
 - b. From the second drop-down, select the minutes.
- Note:** You may select minutes for the start time in 15 minute increments.
- c. From the third drop-down, select **AM** or **PM**.

Note: DOLI automatically calculates the three-hour window based on the start time you set and provides Window End time.

4. Click the **Save** button corresponding to the job.

Note: This displays a **Y** to the right of the job, indicating that the start time has been set for that job.



Appliance Job 100% Roll Provision

When you accept an appliance job in DOLI for service by you or your company, Installs requires a 100% roll provision on that job. Our expectation is that you will roll to that job during the scheduled arrival window for installation/service, regardless of whether or not you were able to successfully make contact with the customer to set the three-hour arrival window.

Customer Not Home Policy

If you arrive at customer's location and they do not respond to your attempts to make contact, wait 15 minutes; call all available numbers for the customer on the Installs Work Order. Notate DOLI with notable features of the premises (example: green Honda in driveway) so that there is objective evidence on the order for the customer No Show.

If you make successful contact with the customer, work with the customer to determine whether the service can be achieved within the service window. If rescheduling is required, call Installs so we can assist with the rescheduling and DOLI updates.

If the customer misses an appointment window that was properly provided by the technician in the confirmation call and documented in DOLI the day before, Installs will pay the technician a \$25 appearance fee.

Installs In-Home Consultation Process

Note: A customer may purchase an In-Home Consultation service from the client/store if they need an installer to come to their home to:

- Review the installation site
- Take measurements of existing openings for appliances
- Advise of any structural or electrical changes that may need to be made prior to installation
- Make service recommendations
- Offer a professional opinion on the feasibility of the desired installation

Use the following process for any In-Home Consultation.

1. When you perform an In-Home Consultation, you must complete the In-Home Consultation Form (see Appendix I) that prints with the order paperwork from DOLI. Please note that forms may vary depending on client.
 - Ensure that all notations are legible.
 - Include all known obstacles for installation, recommendations for product including dimensions (length, width, height, depth), and recommendations for services.
 - When evaluating the customer's site for appliance installations, be mindful of and document the location, height, and placement of current and needed power connections, and notate the type (110 vs. 220 outlets). Notate the energy source(s) the customer has available and/or wants to use (gas vs. liquefied petroleum vs. electric).
 - In the SKU Based Service Solutions section of the In-Home Consultation Form, notate the appropriate services and quantity to be sold at the store.
 - If the standard SOWs or services do not encompass the work required, include recommendations for all custom labor.
 - In the Custom Material and Pricing section of the In-Home Consultation Form, document any materials or parts that may be needed that the customer will be charged for directly at the time of installation.

Note: Be sure that your calculations in this section are complete and accurate. Once the charges are submitted to the store/customer, you will be unable to add charges you may have forgotten to include. In addition, if you do not present any additional charges on the form, and later discover during the installation that you missed a chargeable labor function, you must complete the install without charging the customer.
 - Include a listing of the customer's existing equipment and/or product, if applicable.
 - At the bottom of the form, include any vital notes or other important information that the store will need to know to properly sell the correct product.
2. When you have completed the form in its entirety, scan and save the form as a PDF file. Upload the PDF to DOLI using the **Upload Form** button on the order.

Note: The recommended size per individual file uploaded to DOLI is 4 MB. Use an application such as Adobe Acrobat, Win2PDF, or CutePDF Writer to convert the scanned file to PDF.
3. **You must upload the scanned PDF of the In-Home Consultation Form and close out the order the same day you perform the consultation.**

Note: When you upload the completed In-Home Consultation Form to DOLI, it is immediately emailed to the manager of the store on which you are primary. We recommend that you routinely follow up on consultations with the manager of the store so that you and the store manager can be prepared for the customer's return visit to the store, purchase of product and services, and subsequent installation appointment. This is a great opportunity for you to build your relationship with the store.

Installs Upsells Process

Note: An upsell is the sale of additional products or services to a customer while onsite to perform the service the customer already purchased.

Use the following process for any onsite upsell opportunity.

1. Call Installs for any service or product upsell to a customer, or if a customer requests or expects you to complete work that falls outside of the provided SOW.
Note: Installs will help you ensure that the appropriate client-specific procedures and approvals are applied.
2. When you contact Installs, the Installs agent documents the upsell in the notes on the order in DOLI, including:
 - a. The additional parts and/or services that the customer is purchasing.
 - b. The reason the customer needs the additional parts and/or services for the installation.
3. **FOR SERVICES:** If the upsell is for additional services, Installs processes a credit card payment from the customer over the phone.
4. **FOR PARTS:** If the upsell is for parts, you sell the parts directly to the customer.
 - a. You provide the parts, which must be from the Acceptable Range of Additional Charges list (see Appendix II) and sold at a price that falls within the approved price range for the part.
 - b. You collect payment directly from the customer, with payment made to your company (if payment is made by check, ensure that the check is made out to the company name, not to the individual technician's name). Provide a receipt to the customer.
 - c. Before beginning the installation, document a full description of the part(s) sold and obtain the customer's signature, indicating their approval, in the Additional Work/Parts Section on the Control Form.
5. During close-out of the order, you must notate all additional services and/or parts sold and the reason(s) for the upsell(s) in the notes of the order in DOLI.

Note: Cross-selling any other services to a customer while inside the home is completely prohibited. **Any service provider/installer/technician who sells directly to a customer while on an Installs job will be found to be in breach of their contract with Installs and will be pursued legally.** Failure to comply with the Installs upsell process is a violation of your contract with Installs and may result in termination of your contract.

If you have any questions regarding the Installs upsell process, please call 1-888-490-4321, option 1.

Installs Order Paperwork

Pick-up and Delivery Form

Use the Pick-up and Delivery Form (see Appendix III) to document the pick-up of products from the pick-up location and the delivery of the products to the customer.

The Installs Pick-up and Delivery Form prints with the order paperwork when you click **Print Order** on job in DOLI. The properly completed Pick-up and Delivery Form is one of the items that must be submitted to Installs in order for you to receive payment for the job. See the “Submitting Paperwork to Installs for Payment” section of this document for more information.

All fields on the Pick-up and Delivery Form must be completed by the installer and confirmed by the store associate or customer via initials or signature.

Customer, Delivery Technician, Store Location, Work Order Information, and Additional Instructions Sections

INSTALLS INC PICK UP AND DELIVERY FORM	
CUSTOMER	WORK ORDER INFORMATION
[Name] [Street Address] [City, ST ZIP Code]	[INSTALLS inc Job #] [hhgregg Order #] [Install Date]
DELIVERY TECHNICIAN	Additional Instructions:
[Company Name] [Ii Vendor Number] [Contact Number] [Tech Name] _____	
STORE LOCATION	
[Store Number] [Street Address] [City, ST ZIP Code] [Store Contact Number]	

- The **Customer, Delivery Technician, Store Location, Work Order Information,** and **Additional Instructions** sections at the top of the form are auto-populated by DOLI before you print the form.

Product Pick Up Section

PRODUCT PICK UP						
Each product picked up for delivery must be entered in the space below. Technician is to inspect outer packaging for any damage including holes, scrapes, cut & repaired areas, forklift scrapes, tire marks, or any other indication that product inside may be damaged. If outer packaging is damaged in any way, technician must not accept products from store and must contact INSTALLS inc from store location for further direction at 1-888-490-4321, option 4.						
Product Description	Model #	# of Boxes	Is Packaging Damaged		Store Associate Initials	Delivery Technician Initials
			Y	N		
			Y	N		
			Y	N		
			Y	N		
			Y	N		
Store Associate and Delivery Technician must sign below indicating that products listed above have been presented to the technician without damage to the packaging that might indicate damage to the product inside. Technician indicates products accepted for sole purpose of delivery to the customer named on this form.						
Store Associate	First Name	Last Name	Signature X			
Delivery Technician	First Name	Last Name	Signature X			

- In the **Product Pick Up** section of the form, list each product for the order.
- You are required to thoroughly inspecting each product for damage **BEFORE** accepting it. Open the carton to inspect the unit. Be sure to open the product in a way that maintains the integrity of the packaging for transport. If you find damage to the unit:
 - Document the damage on the Pick-up and Delivery Form (Is Packaging Damaged - Y or N).
 - **DO NOT** accept the product. Request a different unit from the pick-up location.
 - Call Installs Field Support at 1-888-490-4321, option 1, to report the issue.
- **Any damage discovered after pick-up is your responsibility.**
- Signatures and initials are **required** where indicated on the form.

Product Delivery Section

PRODUCT DELIVERY				
Each product delivered must be entered in the space below in the presence of the customer. By initialing, Technician and Customer indicate agreement on what products were delivered.				
Product Description	Model #	# of Boxes	Customer Initials	Delivery Technician Initials
Delivery Technician and Customer must sign below indicating that all products listed above have been delivered to the customer.				
Delivery Technician	First Name	Last Name	Signature X	
Customer	First Name	Last Name	Signature X	
PRODUCT FAILURE NOTICE				
Technician must maintain integrity of boxes when unpacking equipment in case of return. If equipment is not functional, technician must contact INSTALLS inc at 888-490-4321, option 4 to document issue, contact store at number above, neatly re-pack equipment in original boxes and return product to store for exchange.				

- In the Product Delivery section of the form, enter a brief description of each product delivered to the customer. Include the Model Number and Number of Boxes delivered for each product.
- Signatures and initials are **required** where indicated on the form.

Control Form

The Control Form (see Appendix IV) used by Installs offers you several opportunities to document the status of the product throughout the installation process. The completed Control Form provides a paper trail of the installation event, and is utilized in any escalation or damage claim proceeding.

The Control form prints with the order paperwork when you click **Print Order** on job in DOLI. The properly completed Control Form is one of the items that must be submitted to Installs in order for you to receive payment for the job. See the "Submitting Paperwork to Installs for Payment" section of this document for more information.

All fields on the Control Form must be completed by the installer and confirmed by the customer via initials or signature.

Customer, Order, and Equipment Sections

CONTROL FORM				
CUSTOMER NAME:		INSTALLER NAME:		CITY, STATE:
CLIENT ORDER ID #				
INSTALLATION(S) PURCHASED		Description		
Qty	SKU			
EQUIPMENT PURCHASED		Name	SKU	Model
Qty				Serial

- The **Customer Name, Client Order ID #, Installer Name, City, State, Installation(s) Purchased,** and **Equipment Purchased** fields are auto-populated by DOLI before you print the form.

Damages Section

<u>DAMAGES</u> (customer acknowledgement of damages before and after installation)	
NO PRE EXISTING DAMAGE <input type="checkbox"/> or DAMAGE DETAIL _____	CUSTOMER INITIAL _____
NO INSTALLATION RELATED DAMAGE <input type="checkbox"/> or NEW DAMAGE DETAIL _____	CUSTOMER INITIAL _____

- In the Pre-Existing Damage section, document any pre-existing damage found at the installation site:
 - Prior to beginning any installation activities, thoroughly inspect the installation site for pre-existing damage.
 - Document any pre-existing damage on the Control Form. Damages include scratches, blemishes, dents, tears, cuts, chips, breaks, water damage/leaks, etc. in the floors, counters, cabinets, doors, trim, walls, as well as other appliances, fixtures, or furniture in the vicinity of the installation site.

- Take photos of pre-existing damage, if/when appropriate and permitted by customer. If customer does not permit tech to take photos of pre-existing damage, call Installs Field Support and ask the agent to document specific details of the pre-existing damage in DOLI.
 - Do not submit photos to Installs/DOLI; keep in case of escalation.
- Include notes outlining the steps you took to report/document (e.g., photos, call to Installs) the damage.
- In the Installation Related Damage section, document any damage to the product and/or to the customer's property that is a result of the installation process. Damages include scratches, blemishes, dents, tears, cuts, chips, breaks, water damage/leaks, etc. in the product, floors, counters, cabinets, doors, trim, walls, as well as other appliances, fixtures, or furniture in the vicinity of the installation site.
 - Take photos of installation related damage, if/when appropriate and permitted by customer. If customer does not permit tech to take photos of pre-existing damage, call Installs Field Support and ask the agent to document specific details of the installation related damage in DOLI.
 - Do not submit photos to Installs/DOLI; keep in case of escalation.
 - Include notes outlining the steps you took to report/document (e.g., photos, call to Installs) the damage.
- Customer initials are required where indicated
- When it comes to damages, you can never provide too much documentation!

Additional Work/Parts Section

<u>ADDITIONAL WORK/PARTS</u> (if necessary)	TOTAL ADDITIONAL CHARGES \$ _____
<p>I hereby authorize the above named installer to complete the additional labor required, provide additional parts as necessary and obtain all permits required as described above and I acknowledge that the installer has fully explained and documented all additional charges. I agree to pay for the charges listed above for such additional labor, parts, and permits, which may be necessary to complete the installation. I fully understand that these charges are not refundable once the installation has been completed.</p>	
<p>CUSTOMER SIGNATURE _____ DATE _____</p>	

- Review any additional charges for parts and/or services with customer
 - Any additional parts sold to the customer must be on the approved parts list.
 - Any additional parts sold to the customer must be sold at a price that falls within the price range indicated on the approved parts list.
- Customer must sign and date the form authorizing the additional charges

Recycle Section

<p><u>Recycle?</u> DOES CUSTOMER WANT REPLACED APPLIANCE RECYCLED? (CUSTOMER INITIAL) YES _____ NO _____</p>
<p>PRODUCT SWAP DOES NOT INCLUDE RECYCLING N/A _____</p>

- Customer must initial on the "YES" or "NO" line to indicate whether or not s/he wants the replaced appliance removed from the site for recycling. See the "Recycling Form" section of this document for more information about recycling.

Anti-Tip Bracket Section

ANTI-TIP BRACKET** Please

note: If you have purchased a range/oven, an anti-tip bracket is included for installation. The manufacturer's installation directions may require that the anti-tip bracket be installed as part of a proper installation of the range/oven and to provide stability. The risks of NOT installing the anti-tip bracket include, but are not limited to, bodily injury, property damage and death. If you DO NOT WANT and REFUSE installation of the anti-tip bracket, please note that by signing below, you are releasing your right to make a claim for any liability that may arise from your refusal.

(initials) _____ I REFUSE TO HAVE THE ANTI-TIP BRACKET INSTALLED

(initials) _____ I ACCEPT INSTALLATION OF THE ANTI-TIP BRACKET

- The Anti-Tip Bracket must be installed on every range.
 - If the customer **accepts** installation of the bracket, they must initial Control Form.
 - If the customer **refuses** installation of the bracket, they must initial Control Form.

Customer Sign-Off Section

BY SIGNING BELOW, I AGREE THAT THE INSTALLATION OF MY APPLIANCE(S) HAS BEEN COMPLETED TO MY SATISFACTION AND THERE WAS NO DAMAGE TO MY PRODUCT, RESIDENCE OR PERSONAL PROPERTY (OTHER THAN NOTED ABOVE) THAT MAY HAVE RESULTED FROM THE INSTALLATION SERVICE. BY SIGNING BELOW, I HEREBY RELEASE hgregg STORES, ITS PARENT COMPANY, AFFILIATES AND ITS THIRD PARTY SERVICE PROVIDER FROM ALL LIABILITY FOR ANY DAMAGE TO MY RESIDENCE OR PERSONAL PROPERTY (OTHER THAN NOTED ABOVE) AND FOR ANY INJURY, LOSSES, OR DAMAGE OF ANY KIND TO PERSONS, INCLUDING DEATH, OR PROPERTY DAMAGE RESULTING IN WHOLE OR IN PART, DIRECTLY OR INDIRECTLY, IN THE EVENT THAT I HAVE REFUSED THE INSTALLATION OF THE ANTI-TIP BRACKET TO MY RANGE/OVEN.

CUSTOMER SIGNATURE _____ DATE _____

INSTALLER SIGNATURE _____ DATE _____

- The customer and the installer must sign the Control Form at the completion of the installation.

Recycling Form


The Installs Recycling Program, also known as haul-away, documents compliance with recycling and disposal regulations when an old appliance is removed from the customer's home. The Installs Recycling Program form (see Appendix V) must be completed for every job on which you haul away any replaced product.

If **Recycle** is included on work order, confirm with the customer that s/he wants the old unit removed and recycled. If **Recycle** is not on work order, you must still offer removal and recycling services to the customer. In this situation, have the customer initial **YES** on the **Does the customer want replaced appliance recycled** question the Control Form

If the customer initialed **NO** on the **Does the customer want replaced appliance recycled** question the Control Form, you do not remove the replaced appliance from the site.

Installs requires technicians to provide recycling service on any type of like product we install. If we can deliver it, we can recycle it. For example, if we are installing a dryer, we will recycle the replaced dryer.

You must return all appliances you haul away for recycling to the LDC, RDC, or crossdock within 24 hours of the job.

 Installs Recycling Program 
<p>By signing below I acknowledge and agree that the technician will take possession of electronic equipment (listed below) for the purpose of disposing of the equipment at a certified recycling center.</p> <p>Equipment Information:</p> <p>Make: _____</p> <p>Model: _____</p> <p>Serial Number: _____</p> <p>Customer Signature: _____ Date: _____</p> <p>Printed Name: _____</p>

- Complete all fields with the information requested
- Signatures are required where indicated

By signing and properly filling out the information below, I acknowledge and certify to INSTALLS and the retailer that I, the technician, properly delivered and recycled the customer equipment (listed above) at the certified recycling center listed below, which I have confirmed is authorized to accept the equipment.

Tech Signature: _____ **Date of drop off:** _____

Store/LDC Location: _____ **Permit Number:** _____

Store/LDC Signature: _____

City: _____

State: _____

- Complete all fields with the information requested
- Signatures are required where indicated

Product Return Form

The Installs Product Return Form (see Appendix VI) must be completed by the technician if the uninstalled appliance product is being returned (wrong product, product does not fit, product is defective, customer not home, etc.).

All fields on the Product Return Form must be completed by the installer and confirmed by the technician and client representative via initials or signature.

Customer and Work Order Information Sections

CUSTOMER	WORK ORDER INFORMATION
Name _____	INSTALLS inc Job # _____
Address _____	HHgregg Order # _____
City, State, Zip _____	Return Date _____

- In the Customer section of the form, legibly print the customer's Name, Address, City, State, and ZIP Code.
- In the Work Order Information Section, print the Installs Job Number, client Order Number, and the Date you are returning the product.

Technician and Return Sections

TECHNICIAN	Reason for return. (print legibility)
Company Name _____	
A# _____	
Tech Name _____	
LOCATION OF PRODUCT RETURN	Notes.
Store / Warehouse Number _____	
Address _____	
City, State, Zip _____	

- In the Technician section, print your Company Name, your company's Installs A#, and your name.
- In the Location of Product Return Section, print the Store or Warehouse Number to which you are returning the product, the store/warehouse's Address, City, State, and ZIP Code.
- In the Reason for Return section, legibly print the reason you are returning the product to the client.
- In the Notes section, print any additional information Installs or the client needs to know about the product or return.

Product and Signature Sections

Each product returned must be entered in the space below in the presence of the HHGregg representative. By initialing, Technician and hhgregg indicate agreement on what products were returned.				
Product Description	Model # / Serial #	Condition of Box	HHGregg Initials	Delivery Technician Initials
Delivery Technician and HHGregg must sign below indicating that all products listed above have been returned.				
Delivery Technician	First Name	Last Name	Signature X	
HHgregg representative	First Name	Last Name	Signature X	
PRODUCT NOTICE				
Technician must maintain integrity of boxes when unpacking equipment in case of return, neatly re-pack equipment in original boxes and return product to original store or warehouse.				

- Print the Description, Model Number/Serial Number, and Condition of the Box for each product being returned.
- Signatures and initials are **required** where indicated on the form.

Submitting Paperwork to Installs for Payment

The following outlines the requirements that installers/technicians must follow in order to be paid by Installs in a timely manner. Ensuring compliance with these requirements can help you receive accurate payments on time.

What to Submit

Note: Failure to submit the properly completed forms may cause payment to be delayed!

- All paperwork that prints out with a work order **AND** requires information to be filled out or signed should be returned to Installs for payment. This includes the work order, control forms, recycling forms, customer acceptance forms, etc.
- All paperwork mentioned above should be filled out properly and signed by the appropriate person. Failure to have the documents signed will prevent Installs from making payment. In most cases, Installs must remit these documents to our client, or at least maintain them on file.
- Make sure the job is completed in DOLI!
- If the customer indicates on the control form that they want a replaced product recycled, you must include a completed recycling form.
- If you are performing a service call, you must include a brief description of work performed and time on site.
- If you are requesting additional payment for any reason, you must include the amount, a description of the reason, and the name of the approving agent at the bottom of the work order. This amount must be consistent with the notes made by the agent in DOLI.

When to Submit

Submit paperwork by midnight on Monday the week after you completed the work.

How to Submit

There are three (3) ways to submit paperwork to Installs:

1. Email PDF document to paperwork@installs.com
OR
2. Upload to DOLI via the "Form Upload" button
OR
3. Fax to 1-888-655-8621; please be sure to confirm fax was sent, and that all pages were included

How Installs Makes Payments

- Installs sends payments via electronic file to your bank.
- Installs makes all technician payments using Electronic File Transfer (EFT).
Note: Installs activates the EFT process with the installer company during the onboarding process.
- Installs mails statements with payment details each Tuesday.

Problems with Payment

If you have a payment issue, please email accounting@installs.com. Include your A# and job number in the email subject. In the body of the email, include a description of the issue, especially if it involves a short pay. If there are multiple jobs, you can include them all in the body of one email.

Handling Uninstalled and De-Installed Appliances

The UNINSTALLED AND DE-INSTALLED APPLIANCES provisions in the Installs Master Agreement for Professional Services (appliance installation contract) outlines the actions required by the installer/technician when a new appliance cannot be installed, and when an old appliance is replaced.

Uninstalled Appliances

Contract Provision:	If you cannot install a new appliance at a customer's site for any reason, or you need to exchange a product that was previously installed but had a defect or operational issue, you must return the uninstalled appliance to the same client distribution center or store from which it was picked up within one (1) business day of the failed installation attempt.
Consequence for Non-Compliance:	Failure to return the uninstalled appliance to the client's distribution center within one (1) business day will result in a chargeback to you for the full retail price of the appliance, termination of your appliance agreement with Installs, and may result in criminal prosecution.
Reason for Provision:	When the product return is delayed, the customer's refund is delayed. The customer is also left unaware of the status of the appliance that was removed, and is left unable to track it. This causes unnecessary and unacceptable damage to customer's confidence in the client/store, in Installs, and in the installer. Delayed returns also directly affect the client's inventory and can trigger an audit division investigation, which has a negative impact on you and Installs.

De-Installed Appliances (For Recycling)

Contract Provision:	If you de-install an old appliance and replace it with a new one, you must take the de-installed appliance from the customer's site to the client's local distribution center or store for proper disposal.
Consequence for Non-Compliance:	Failure to deliver the replaced, de-installed appliance will result in a \$500.00 chargeback to you and may result in termination of your agreement with Installs.
Reason for Provision:	Appliances must be properly recycled and tracked through the use of the documented recycle form to ensure compliance with local and state regulations.

If you have any questions or concerns regarding these provisions in the contract, please contact Field Support team at 1-888-490-4321, option 3, or email the territory team supporting your geographic area:

States	Territory Email Address
CT, DE, ME, MA, NH, NJ, NY, PA, RI, VT	T1@installs.com
DC, MD, NC, VA, WV	T2@installs.com
AL, GA, MS, SC, TN	T3@installs.com
FL	T4@installs.com
IN, KY, MI, OH	T5@installs.com
IL, IA, MN, NE, ND, SD, WI	T6@installs.com
AR, CO, KS, LA, MO, NM, OK, TX	T7@installs.com
AK, AZ, CA, HI, ID, MT, NV, OR, UT, WA, WY	T8@installs.com
General account inquiries; compliance paperwork	fieldrelations@installs.com

Reporting No-Picks/No-Equipment for Appliance Jobs

If you arrive at an appliance pick-up location to discover that the expected equipment is not available, call Installs at 1-888-490-4321, option 1, to report the issue. If you leave a voicemail, it will be considered a call-in as long as you clearly identify yourself, leave all affected job numbers, and provide a call back number where we can reach you. Installs will follow-up to find out why the equipment was not available and work on resolving this issue that costs us all valuable time and money.

If you do not call Installs to notify us that there was no equipment at the pick-up location, and the customer or client contacts Installs after the appointment window reporting that the technician did not keep the appointment, the event will be considered a tech no call no show, which will result in an escalation and penalty.

Obtaining Parts for Installations

Installation Parts Kits

Some appliance installation orders include secondary SKUs for the parts necessary to complete each installation.

In most cases, the customer is charged for a parts kit when they purchase their appliance and installation service, however, the parts are not supplied with the appliance or to the customer. As the installer company, you are responsible for maintaining a stock of these parts for appliance installations (see **Ordering Parts** below).

Below please find the new secondary appliance SKUs, including the Scope of Work for each, examples of parts covered by each SKU, and the flat rate of pay all technicians will receive from Installs for each SKU.

Secondary Appliance SKUs:

SKU:	6134 (Dishwasher Parts)
Scope of Work:	Includes all necessary parts to connect dishwasher to customer's existing hot water supply to existing cutoff valve, existing dishwasher drain connection, and new power cord if needed for connection to a standard 110 outlet when unit is not hardwired.
Example Parts:	Stainless steel dishwasher water lines and associated adaptors, clamps, Teflon tape, power cord, and 5/8" drain hose extension, if required.

SKU:	6135 (Gas Parts)
Scope of Work:	Includes all necessary parts to connect gas stove, cook top, oven, or dryer to customer's existing gas cutoff valve. On gas dryers, it would also include metal semi-rigid vent duct if not already provided with dryer to meet code.
Example Parts:	1/2" or 3/8" gas flex line, flair fittings, clamps, pipe joint compound, and leak detector solution.

SKU:	6136 (Waterline Parts)
Scope of Work:	Includes all necessary parts to install a new waterline up to 20' to customer's existing water valve or to existing water supply line where saddle valve would need to be installed. Copper waterline is the standard.
Example Parts:	20' copper water line kit with saddle valve, and appropriate fittings.

Ordering Parts

Installs' preferred supplier for appliance and electronics parts is Petra Industries. Petra is the nation's top distributor of consumer electronics, custom installation, mobile audio/video, and appliance connection supplies.

As an Installs technician, you can order parts directly from Petra. Installs recommends and encourages you to take advantage of the volume pricing offered to our network partners to stock your supply of parts. To do so, you must complete the Petra Credit Card Authorization Form (see Appendix VII), available on your DOLI homepage, and fax it to Petra. Once your account is set up, you can phone, fax, or email orders to Jay Wehba, the Installs account representative at Petra. You will receive free shipping for orders over \$500, and, since Petra is centrally located in Oklahoma, you will benefit from 3-day maximum shipping to either coast.

The blank Petra PO Form (see Appendix VIII), also available on your DOLI homepage, lists only appliance parts, but you may use the form to order other items from Petra, as well. The complete, current list of Petra parts is available on your DOLI homepage.

Please contact Jay Wehba at Petra with questions about parts or the ordering process:

Jay Wehba
PETRA INDUSTRIES
2101 S. Kelly
Edmond, OK 73013
Ph: 866-604-7286
Fax: 866-604-7285
jwehba@petra.com

Understanding Escalations

An escalation is a ticket created by Installs in the DOLI system to bring attention to a job for either positive reasons, such as recognizing an installer company or a technician for a job well done, or to collect information from all parties involved in a negative customer service experience or incident.

Examples of positive escalations that can be opened on an installer:

- Customer or client compliments some aspect of the installation experience
- Installer company picked up a job outside of his area or as a last minute request that allows installs to meet customer or client expectations
- Installs wants to express appreciation to a Technician who has made an extra effort to complete a work order by going beyond the normal scope of work to satisfy the customer
- Technician has changed a customer's negative feelings about a previous installer issue through their exceptional work

Examples of positive escalations that can be opened on an installer:

- Technician did not show up for appointment and did not contact Installs to report that they could not keep the appointment
- Technician arrived late for installation event without notifying Installs that they would not be able to make appointment on time
- Technician exhibited unprofessional behavior onsite
- Customer calls Installs to complain about poor quality event

Escalation Investigation Process

When you see a negative escalation opened on your company, your first step is to thoroughly review the details and notes documented in the escalation.

Next, take the time to update the notes of the escalation with a detailed description of the issue from your perspective, providing any missing information, answering any questions, and clarifying any points of confusion. This step is critical; it is your opportunity to provide Installs with the details of your company's/technician's recollection of the situation.

Installs will review your updated notes, and continue researching the issue as necessary. Based on the type of escalation opened, Installs may contact you to take necessary action on the situation. It is **imperative** that you respond to open escalations as quickly and efficiently as possible. Delaying response to open escalations is unacceptable, and may result in additional escalations being opened against you.

If you do not respond to Installs' request for information regarding an escalation within 24 hours of our first attempt to contact you, Installs will resolve the escalation with the customer using the course of action we deem most appropriate. In such cases, you may be charged part or all of the cost to resolve the issue to the customer's satisfaction (see "Escalation Penalties" section below). The escalation will then be closed against you and another escalation will be opened against you for unresponsiveness. When this situation occurs, you will have no option to dispute the escalations (see "Escalation Disputes" section below).

When all parties involved have provided their input and the research of the issue is complete, Installs will determine which party involved takes final responsibility for the escalation, and then close the case.

BEST PRACTICES FOR INSTALLS APPLIANCE INSTALLERS

To help ensure successful appliance installations and satisfied customers, please read and follow the guidelines below. By performing installations according to these best practices, we can prevent unnecessary damage to the customer's home, and the damage claims that follow.

Run the Unit

When installing appliances that connect to plumbing (e.g., dishwashers, washing machines, refrigerators with ice maker/water dispenser), run the unit before leaving the customer's home to ensure that there are no leaks. Installs is receiving numerous customer reports of water leaks after installation; this simple yet crucial step can help you identify and correct a leak before it damages the customer's home, and the customer's confidence in your work.

Use Floor Coverings

When performing appliance installations, use protective floor coverings, such as moving blankets or rubber matting, to prevent scratches on the customer's floor. The customer will see this action as a sign of your respect for their property, and as an indication of your attention to detail. Both of these impressions can lead to a positive experience for the customer!

Inspect Equipment

- **BEFORE** you accept the equipment at the warehouse, open and inspect each unit for damage. Be sure to open the product in a way that maintains the integrity of the packaging for transport. If you find damage to the unit:
 - Document the damage on the Pick-up and Delivery Form (Is Packaging Damaged - Y or N).
 - **DO NOT** accept the product. Request a different unit from the pick-up location.
 - Call Installs Field Support at 1-888-490-4321, option 1, to report the issue.
 - **Any damage discovered after pick-up is your responsibility.**
- Inspect the equipment again onsite with the customer before beginning the installation. Ensure that customer agrees that there is no damage (initials Control Form).
- Inspect the equipment a final time with the customer upon completion of the installation. Obtain the customer's signature on the work order indicating that s/he is satisfied with the work performed.

Inspect Installation Site

- Prior to beginning any installation activities, inspect the installation site for pre-existing damage.
- Notate any pre-existing damage on the Control Form
- Take photos of pre-existing damage, if/when appropriate and permitted by customer
 - Do not submit photos to Installs/DOLI; keep in case of escalation
- If customer does not permit tech to take photos of pre-existing damage, tech calls Installs and has agent document specific details of pre-existing damage in DOLI
- Note pre-existing damage on control form; include steps taken to report/document (e.g., photos, call to Installs)

Top 10 Dishwasher Installation Mistakes and Solutions

MISTAKE	SOLUTION AND RECOMMENDATIONS
10. Wired with undersized cord.	12-2WG is standard for hardwired applications. Use a heavy-duty grounded power cord with at least 16-gauge conductors if you have to plug the dishwasher into a wall receptacle.
9. Junction box ignored, with wire nut junctions "hanging out in space."	It doesn't take longer to make the wiring connections INSIDE the steel box, rather than outside. Don't use shortcuts here.
8. Hoses routed against outside wall in cold climates.	If a dishwasher's fill and drain lines are run back along an outside wall in a cold climate, they will freeze when outside temperatures drop. Keep hoses as far away from the back wall as possible when installing in older homes.
7. Transporting a dishwasher in freezing temperatures.	If you live in a climate with below freezing winter temperatures, be careful when transporting a machine, new or used. If the dishwasher is exposed to freezing temperatures for very long, such as when traveling in the back of a van, or stored in a garage, there is a very good chance that the residual water in the fill valve will freeze and crack the valve. The tank sump, which normally contains a bit of water, can also be damaged. New dishwashers ship with some water in both of these areas from factory testing, so be careful if you have to move one in winter.
6. Not level.	This was not quite as critical years ago when machines used several gallons per fill, but today's water-frugal dishwashers must be as close to level as possible. Lay a torpedo level on the bottom basket track to measure front to back, and along the top edge of the console to check it side to side. Use 1/4" hardboard shims, if needed, to bring a tank up to where it should be.
5. Plumbed to a cold line.	A dishwasher must be connected to a HOT water line.
4. Not connected to GFI supply.	While connecting to a GFI supply is not required, it is a good idea. If water leaks down through the motor, the GFI can be tripped early enough to save the appliance.

MISTAKE

SOLUTION AND RECOMMENDATIONS

- 3. Not attached to underside of cabinet or floor.

We see a lot of machines just sitting in the cabinet openings, not attached to anything, allowing the units to tip forward when the doors are opened. This situation could be disastrous if a child opened the door or crawled up on it.

Note: Some countertop materials, marble, for example, are not “installer friendly” when it comes to drilling a pair of holes to secure a machine normally. In such cases, there is usually a place in the frame rails to run screws down into the floor. Otherwise, a side mount option should be used. Do not leave the dishwasher unsecured!

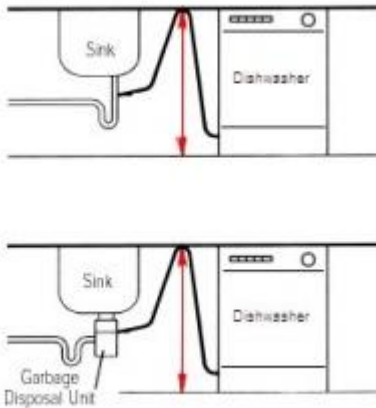
- 2. Garbage disposal knock-out left in place.

New garbage disposals ship with their dishwasher connection blocked by a “plug” that has to be knocked out to open the connection. This plug is not obvious and it is easy to overlook. If you do not remove the plug, you will end up with a dishwasher full of water that can't drain.

Use a hammer and 3/8" ratchet wrench extension to knock these plugs out.

- 1. No drain high-loop or air gap to prevent grey water migration.

Without an Air Gap



The #1, most common mistake we see made by installers is not running the drain hose through either a high loop or air gap. Without one or the other, sink grey water can migrate over into the dishwasher tank, creating odor and sanitation problems.

In some locales, building codes require an air gap, and they are a good idea, but a loop of drain hose cable-tied to one of the sink mounting clamps will do pretty much the same thing. Strap the hose as high as possible under the sink and you will not need to worry about grey water. Where code allows, it is a better looking solution than that air gap protruding up through the countertop, not to mention the hassle of cutting a hole through the sink or countertop to accommodate a gap.

FREQUENTLY ASKED QUESTIONS

General Installer/Technician FAQs

1. How far out are jobs scheduled?

In general, most work orders are scheduled at least two days out, but may be scheduled further out based on customer need and/or product availability. Scheduling procedures also may vary by client.

2. What is the Installs dress code?

Installers and technicians should maintain a neat and professional appearance, style, and hygiene when working.

See the "Installs Store Primary Dress Code" section of this document for more information.

3. Am I allowed to use my vehicle if it has branding on it?

A vehicle with existing branding can be used, but the branding should not show affiliations to any of Installs' clients' competitors.

4. Can I leave my business card with customers?

No. Installs and the client own the relationship with the customer. As such, the customer should be referred to Installs for any follow-up questions, concerns, or problems with their installation service. If the customer asks for your contact information, you should refer them to Installs as the primary point of contact for any future issues or communications.

5. If customers have unrelated service needs (e.g., mow their lawn, move furniture, install a swimming pool, paint their garage, etc.), can I negotiate privately to address them?

No. As an Installs contractor, you are not permitted to offer, accept, or refer work for Installs customers. If a dispute or problem were to arise between you and an Installs customer, whether or not related to the Installs job, Installs would be held responsible for the problems on your behalf.

6. Can technicians accept tips from customers?

No, Installs technicians are not permitted to accept or request tips from customers.

7. What do I do if the customer is not home when I arrive for the job?

Perform the following steps:

1. Call the Installs at 1-888-490-4321, option 1.
 - a. Inform the Installs agent that you are onsite, but the customer is not home.
 - b. Provide a description of the house/site (e.g., blue house with white shutters; green Honda in the driveway) for the agent to document in DOLI.
2. Call the customer at all phone numbers available.
 - a. If the customer answers, inform the customer that you are onsite and determine if the customer is able to keep the appointment.
 - b. If voicemail or an answering machine answers, leave a message informing the customer that you are onsite. Include your number and ask the customer to call you back.
3. Wait onsite 15 minutes to see if the customer arrives.
4. If the customer does not arrive within 15 minutes:
 - a. Tag the door.
 - b. Leave a voice message for the customer instructing them to call Installs at the phone number on the work order to reschedule the service.

8. How do upsells work?

You must call Installs for any service or product upsell to a customer. We will help you ensure that the appropriate client-specific procedures and approvals are applied.

Please see the “Upsells” section of this document for more information.

9. Are there any parts that I need to provide for appliance installations?

Installers are expected to maintain and have available supplies, tools, accessories, and parts necessary to complete installations. Review the SOW prior to rolling to the job to determine what installer-provided parts are needed for the installation. Review the approved parts list to ensure that you are using approved parts. Installs recommends and encourages you to take advantage of the volume pricing offered to our network partners by Petra to stock your supply of parts.

10. How long do I have to close out a job?

As a general rule, jobs should be closed out the same day they are completed.

11. How do I get paid?

Installs makes all payments to service providers by Electronic Funds Transfer (EFT). You will complete the EFT form and provide a voided check from your checking account during the onboarding process, which allows Installs to make your payments electronically.

See the “Submitting Paperwork to Installs for Payment” section of this document for more information.

12. What is an escalation?

An escalation is a ticket created by Installs in the DOLI system to bring attention to a job for either positive reasons, such as recognizing an installer company or a technician for a job well done, or to collect information from all parties involved in a negative customer service experience or incident.

Please see the “Escalations” section of this document for more information.

13. Is an open escalation preventing me from receiving work?

While you can receive new work when you have open escalations, it is IMPERATIVE that you respond to open escalations as quickly and efficiently as possible. Delaying response to open escalations can adversely affect your ability to receive new Installs jobs in the future.

14. How do I know who to contact at Installs when I have a question or problem?

Below please find email addresses for several types of issues you may have:

- Questions related to SKUs, order acceptance, escalations, scheduling, or trip charges for a specific job: clientservices@installs.com
- Questions about your account status, general policy, procedure, or compliance updates (background checks, insurance, etc.): fieldrelations@installs.com or 1-888-490-4321, option 3
- Questions about the education site: ecadmin@installs.com
- Technical difficulties or feedback regarding the DOLI system, including DOLI Mobile: dolifeedback@installs.com
- Questions about a commercial project: projectmanagement@installs.com
- Questions about a specific payment date or status, or payment disputes: accounting@installs.com

15. What do I do if I forget my DOLI login information?

Contact Installs Field Support at 1-888-490-4321, option 3.

16. Where do I find pay rates?

For pay rates for a specific job, pull up the job in DOLI and click the Pay Rate button.

For your pay rates by SKU, click My Tools on the DOLI homepage, then click Download SKU List. You can search by SKU number, by SKU Type, and by Client. After selecting your search criteria, be sure to click the **Get SKU List** button to run your search

17. How can I check my performance?

Perform the following steps:

1. Log in to DOLI.
2. On your DOLI Installer Home page, click the **My Tools** button.
3. On the My Tools screen, click the **Reports** button.
4. On the Reports screen, click the **My Metrics** link to view metrics related to the jobs you have performed; click the **Escalations** link to review the escalations related to your account.

Appliance Installer FAQs

Policy/Procedure

1. How do I contact Installs when I have issues while onsite?

Call Installs at 1-888-490-4321, option 1 for any issue onsite.

2. What should I do to inspect the appliance?

You should inspect the appliance at several points throughout the installation process:

- You are **required** to thoroughly inspecting each product for damage **BEFORE** accepting it. Open the carton to inspect the unit. Be sure to open the product in a way that maintains the integrity of the packaging for transport. If you find damage to the unit:
 - Document the damage on the Pick-up and Delivery Form (Is Packaging Damaged - Y or N).
 - **DO NOT** accept the product. Request a different unit from the pick-up location.
 - Call Installs Field Support at 1-888-490-4321, option 1, to report the issue.
 - **Any damage discovered after pick-up is your responsibility.**
- Inspect the appliance for damage again onsite before performing the installation. If you find concealed damage on the appliance before installation, note it on the paperwork and immediately call Installs at 1-888-490-4321, option 1 to report the damage; the Installs agent will document the reported damage in DOLI.
- Finally, inspect the appliance for damage with the customer upon completion of the installation. **Remember, any damage discovered after pick-up is your responsibility.**

Pick-up Location Issues

1. What do I do when I arrive at the pick-up location and the equipment is not there?

Call Installs at 1-888-490-4321, option 1, and advise the agent that there is no equipment for the customer at the pick-up location. The Installs agent will note the missing equipment in DOLI. The store (if store pick-up) or LDC (if warehouse pick-up) will notify customer that their product is not available for installation. The store or LDC updates the order status in DOLI to **Waiting Client Action – No Equipment**. The store or LDC contacts the customer to reschedule the order in DOLI. Roll to your next job.

2. What do I do when I arrive at the pick-up location and learn that the equipment needs to be picked up from somewhere else?

Call Installs at 1-888-490-4321, option 1, and notify the agent that the equipment is not available at the expected pick-up location. Installs notates the situation in DOLI. Notify the agent if you have time in your schedule to go to the new pick-up location. If not, the job may be rescheduled to a different date, time, and/or installer.


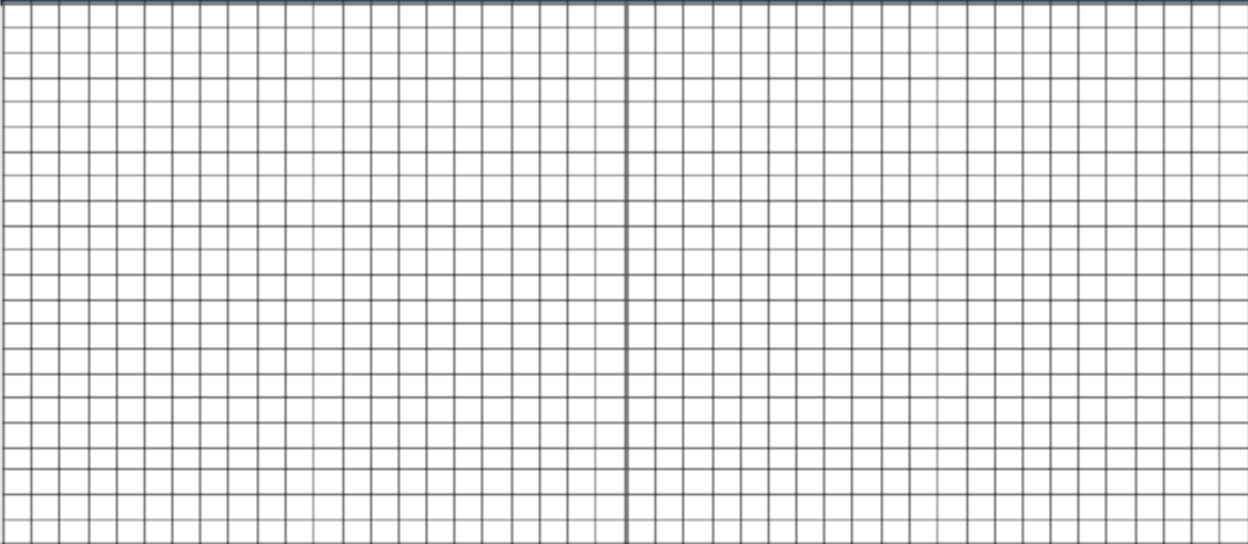
3. What do I do when I arrive at the pick-up location and learn that the order was canceled?

Call Installs at 888-490-4321, option 1, to have an Installs agent validate that the order is actually cancelled. If the order was not canceled, Installs will advise you on the status of the order and the next steps necessary.

4. What do I do when I arrive at the pick-up location and learn that the order was already picked up?

Call Installs Field Support at 1-888-490-4321, option 1, and advise the agent that the equipment was already picked up. Installs will investigate the issue and follow up with the customer, if necessary. Roll to your next job.

APPENDIX I: APPLIANCE IN-HOME CONSULTATION FORM

Appliance In Home Consultation Form		 <small>YOU'VE GOT CONNECTIONS</small>			
Customer Name:	Store #:	Date:			
Address:	Order #:	Phone#:			
Technician Name:		Technician A Number:			
Diagram					
					
Appliance Checklist					
Measurements		Description	Height	Width	Depth
	Item #1	_____	_____	_____	_____
	Item #2	_____	_____	_____	_____
	Item #3	_____	_____	_____	_____
	Item #4	_____	_____	_____	_____
	Item #5	_____	_____	_____	_____



Sku Based Service Solutions		Qty	Unit Cost
A/C (Window Unit Under 10,000BTU)	INA01		115.00
A/C (Window Unit 10,000-15,000 BTU)	INA02		125.00
A/C (Window Unit Over 15,000 BTU)	INA03		155.00
Compressor	INA14		115.00
Dishwasher	INA10		115.00
Disposer	INA15		115.00
Disposer/Dishwasher Combo	INA17		195.00
Microhood, Ducted/Ductless	INA18		135.00
Range Hood	INA11		115.00
Cooktop w/ Downdraft Ventilation	INA23		195.00
Cooktop (Gas)	INA04		155.00
Cooktop (Electric)	INA02		125.00
Range (Drop-In or Slide-In)	INA08		155.00
Oven, Double	INA05		225.00
Oven, Single	INA06		105.00

Sku Based Service Solutions		Qty	Unit Cost
New Electrical Outlet	IB102		125.00
Natural Gas Converted LP (addon only)	IB101		95.00
All Consultation/Pre-Measure	IB100		95.00
Replacement Ice Machine	IB111		95.00
Warming Drawer	IB112		115.00
Built-In Refrigerator (No Delivery)	IB113		245.00
Dryer Vent Conversion (No Delivery)	IB171		95.00
Custom Labor - Appliance (15 Mins)	IB109		25.00
New Water Line	IB103		95.00
New Vent Through Masonry	IB107		145.00
Community Restriction	IB101		25.00

Custom Material Description and Pricing

The cost of Custom Material is to be paid directly to the technician. All services are to be rung at the store.

Technician Partners:
Please consult your Installs Authorized Parts Pricing List for appropriate price ranges.

Cost of Custom Materials:

\$ _____

VITAL AND IMPORTANT NOTES TO SELLING STORE

Customer Signature:

Cost of Installation Services:

Technician Signature:

Cost of Custom Material s:

APPENDIX II: ACCEPTABLE RANGE OF ADDITIONAL CHARGES

ACCEPTABLE RANGE OF ADDITIONAL CHARGES				
Appliance	Additional Service	Description	Minimum Price	Maximum Price
Dishwasher	Cut Feet	Cut the feet, legs, or side brackets off of a dishwasher to remove old unit from space	\$ 40.00	\$ 75.00
	Elbows		\$ 10.00	\$ 20.00
	5/8, 1/2, 3/8 Fitting	Parts and Labor on new compression fitting	\$ 10.00	\$ 20.00
OTR	Additional Duct Work*	Converting duct work to allow transition from external exhaust to recirculating or vice versa	\$ 65.00	\$ 200.00
	Vent Transition	Changing a round vent to a rectangular vent or vice versa (includes stack boot)	\$ 55.00	\$ 90.00
	Custom Cabinet Cut*	Shaving cabinet to allow new OTR to fit	\$ 55.00	\$ 150.00
Gas Dryer	Gas Flex Line	Purchase and installation of standard gas flex line when one is not sold at point of sale	\$ 35.00	\$ 55.00
	Shut off Valve	Parts and Labor on replacing shut off valve	\$ 95.00	\$ 100.00
	Shut off Valve	Parts and Labor on new shut off valve	\$ 50.00	\$ 80.00
	Vent Hose	Parts and Labor on replacing vent hose	\$ 25.00	\$ 55.00
	Re-Routing Vent	Parts and Labor to re-route venting	\$ 80.00	\$ 150.00
Waterline	Extra 50 feet under house	Go into crawl space to run icemaker waterline	\$ 55.00	\$ 125.00
Wall Ovens	Shelf Build-up	Replacing wall oven and the new one is actually shorter (i.e. Combo unit such as microwave/oven combo)	\$ 55.00	\$ 120.00
	Converting from Gas to Electric	Running a dedicated 220 electrical line (Electrical line needs to be run from main power source to wall oven cavity, a licensed electrician will need to be contacted) Permit to be quoted also if required	Site Survey	Site Survey
	Converting from Electric to Gas	Determine if gas line is existing (if not customer needs to contact their local gas provider)	Site Survey	Site Survey
	Cutting Cabinets*	Cutting the cabinets to allow new wall oven to fit	\$ 80.00	\$ 250.00
	Gas Shut Off Valve	Parts and Labor on replacing shut off valve	\$ 50.00	\$ 80.00
	Gas Flex Line	Purchase and installation of standard gas flex line when one is not sold at point of sale	\$ 35.00	\$ 55.00
Garbage Disposal	Adding Pipe	Extending the Plumbing for replacement of the disposal unit.	\$ 50.00	\$ 100.00
Cook Top	Enlarge opening to Counter Top	Price depends on how many cuts are needed for unit to fit, excludes solid surfaces	\$ 50.00	\$ 150.00
	If no existing down draft		Site Survey	Site Survey
	Crawl Space/Crawl Fee	Reconstruct Venting	\$ 75.00	\$ 160.00
	Converting from Gas to Electric		Site Survey	Site Survey
	Converting from Electric to Gas		Site Survey	Site Survey

* Typical Price Range. More Charges may apply depending on the customer's installation environment.
 * All additional work will be performed at the professional discretion of the installer and the individual skill set.

APPENDIX III: INSTALLS PICK-UP AND DELIVERY FORM

INSTALLS INC PICK UP AND DELIVERY FORM						
CUSTOMER			WORK ORDER INFORMATION			
[Name] [Street Address] [City, ST ZIP Code]			[INSTALLS inc Job #] [hhgregg Order #] [Install Date]			
DELIVERY TECHNICIAN			Additional Instructions:			
[Company Name] [II Vendor Number] [Contact Number] [Tech Name]						
STORE LOCATION						
[Store Number] [Street Address] [City, ST ZIP Code] [Store Contact Number]						
PRODUCT PICK UP						
<p>Each product picked up for delivery must be entered in the space below. Technician is to inspect outer packaging for any damage including holes, scrapes, cut & repaired areas, foresh scrapes, the marks, or any other indication that product inside may be damaged. If outer packaging is damaged in any way, technician must not accept products from store and must contact INSTALLS inc from store location for further direction at 1-888-490-4321, option 4.</p>						
Product Description	Model #	# of Boxes	Is Packaging Damaged		Store Associate Initials	Delivery Technician Initials
			Y	N		
			Y	N		
			Y	N		
			Y	N		
<p>Store Associate and Delivery Technician must sign below indicating that products listed above have been presented to the technician without damage to the packaging that might indicate damage to the product inside. Technician indicates products accepted for sale purpose of delivery to the customer named on this form.</p>						
Store Associate	First Name	Last Name	Signature X			
Delivery Technician	First Name	Last Name	Signature X			
PRODUCT DELIVERY						
<p>Each product delivered must be entered in the space below in the presence of the customer. By Initialing, Technician and Customer indicate agreement on what products were delivered.</p>						
Product Description	Model #	# of Boxes	Customer Initials	Delivery Technician Initials		
<p>Delivery Technician and Customer must sign below indicating that all products listed above have been delivered to the customer.</p>						
Delivery Technician	First Name	Last Name	Signature X			
Customer	First Name	Last Name	Signature X			
PRODUCT FAILURE NOTICE						
<p>Technician must maintain integrity of boxes when unpacking equipment in case of return. If equipment is not functional, technician must contact INSTALLS inc at 888-490-4321, option 4 to document issue, contact store at number above, neatly re-pack equipment in original boxes and return product to store for exchange.</p>						

APPENDIX IV: INSTALLS CONTROL FORM

<u>CONTROL FORM</u>	
CUSTOMER NAME _____	CLIENT ORDER ID # _____
INSTALLER NAME _____	CITY, STATE _____
INSTALLATION(S) PURCHASED _____	
<u>DAMAGES</u> (customer acknowledgement of damages before and after installation)	
NO PRE EXISTING DAMAGE <input type="checkbox"/> or DAMAGE DETAIL _____	
_____ CUSTOMER INITIAL _____	
NO INSTALLATION RELATED DAMAGE <input type="checkbox"/> or NEW DAMAGE DETAIL _____	
_____ CUSTOMER INITIAL _____	
<u>ADDITIONAL WORK/PARTS</u> (if necessary) _____	
TOTAL ADDITIONAL CHARGES \$ _____	
<p>I hereby authorize the above named installer to complete the additional labor required, provide additional parts as necessary and obtain all permits required as described above and I acknowledge that the installer has fully explained and documented all additional charges. I agree to pay for the charges listed above for such additional labor, parts, and permits, which may be necessary to complete the installation. I fully understand that these charges are not refundable once the installation has been completed.</p>	
CUSTOMER SIGNATURE _____	DATE _____
<u>Recycle?</u> DOES CUSTOMER WANT REPLACED APPLIANCE RECYCLED? (CUSTOMER INITIAL) YES _____ NO _____	
<p>ANTI-TIP BRACKET** Please note: If you have purchased a range/oven, an anti-tip bracket is included for installation. The manufacturer's installation directions may require that the anti-tip bracket be installed as part of a proper installation of the range/oven and to provide stability. The risks of NOT installing the anti-tip bracket include, but are not limited to, bodily injury, property damage and death. If you DO NOT WANT and REFUSE installation of the anti-tip bracket, please note that by signing below, you are releasing your right to make a claim for any liability that may arise from your refusal.</p> <p>(initials) _____ I REFUSE TO HAVE THE ANTI-TIP BRACKET INSTALLED</p> <p>(initials) _____ I ACCEPT INSTALLATION OF THE ANTI-TIP BRACKET</p>	
<p>BY SIGNING BELOW, I AGREE THAT THE INSTALLATION OF MY APPLIANCE(S) HAS BEEN COMPLETED TO MY SATISFACTION AND THERE WAS NO DAMAGE TO MY PRODUCT, RESIDENCE OR PERSONAL PROPERTY (OTHER THAN NOTED ABOVE) THAT MAY HAVE RESULTED FROM THE INSTALLATION SERVICE. BY SIGNING BELOW, I HEREBY RELEASE hhgregg STORES, ITS PARENT COMPANY, AFFILIATES AND ITS THIRD PARTY SERVICE PROVIDER FROM ALL LIABILITY FOR ANY DAMAGE TO MY RESIDENCE OR PERSONAL PROPERTY (OTHER THAN NOTED ABOVE) AND FOR ANY INJURY, LOSSES, OR DAMAGE OF ANY KIND TO PERSONS, INCLUDING DEATH, OR PROPERTY DAMAGE RESULTING IN WHOLE OR IN PART, DIRECTLY OR INDIRECTLY, IN THE EVENT THAT I HAVE REFUSED THE INSTALLATION OF THE ANTI-TIP BRACKET TO MY RANGE/OVEN.</p>	
CUSTOMER SIGNATURE _____	DATE _____
INSTALLER SIGNATURE _____	DATE _____

APPENDIX V: INSTALLS RECYCLING PROGRAM FORM



Installs Recycling Program



By signing below I acknowledge and agree that the technician will take possession of electronic equipment (listed below) for the purpose of disposing of the equipment at a certified recycling center.

Equipment Information:

Make: _____

Model: _____

Serial Number: _____

Customer Signature: _____ Date: _____

Printed Name: _____

By signing and properly filling out the information below, I acknowledge and certify to **INSTALLS** and the retailer that I, the technician, properly delivered and recycled the customer equipment (listed above) at the certified recycling center listed below, which I have confirmed is authorized to accept the equipment.

Tech Signature: _____ Date of drop off: _____

Store/LDC Location: _____ Permit Number: _____

Store/LDC Signature: _____

City: _____

State: _____

APPENDIX VI: INSTALLS PRODUCT RETURN FORM

INSTALLS INC PRODUCT RETURN FORM				
CUSTOMER		WORK ORDER INFORMATION		
Name _____		INSTALLS inc Job # _____		
Address _____		HHgregg Order # _____		
City, State, Zip _____		Return Date _____		
TECHNICIAN		Reason for return. (print legibility)		
Company Name _____				
A# _____				
Tech Name _____				
LOCATION OF PRODUCT RETURN		Notes.		
Store / Warehouse Number _____				
Address _____				
City, State, Zip _____				
<small>Each product returned must be entered in the space below in the presence of the HHGregg representative. By initialing, Technician and hhgregg indicate agreement on what products were returned.</small>				
Product Description	Model # / Serial #	Condition of Box	HHGregg Initials	Delivery Technician Initials
<small>Delivery Technician and HHGregg must sign below indicating that all products listed above have been returned.</small>				
Delivery Technician	First Name _____	Last Name _____	Signature X _____	
HHgregg representative	First Name _____	Last Name _____	Signature X _____	
PRODUCT NOTICE				
Technician must maintain integrity of boxes when unpacking equipment in case of return, neatly re-pack equipment in original boxes and return product to original store or warehouse.				

APPENDIX VII: PETRA FAST FAX ORDER/CREDIT CARD AUTHORIZATION FORM

Fast Fax Order Form/Credit Card Authorization

COMPANY INFORMATION

PLEASE CHECK IF NEW CUSTOMER (First order can be sent COD Certified Funds or Credit Card. For more terms, please complete credit application form.)

Company Name/ Account No.: _____

Customer P.O. No. _____ Fed I.D. No.: _____ State Tax Resale No.: _____

SHIP TO: _____ Business Residence

City: _____ State: _____ Zip: _____

Phone No.: (____) _____ Fax No.: (____) _____

Billing Address: _____

City: _____ State: _____ Zip: _____

Phone No.: (____) _____ Fax No.: (____) _____ Email: _____

PAYMENT TERMS REQUESTED

COD Certified Funds

COD Company Check*

Net Account*

Credit Card (Fill out credit card information below)

Debit Card** (Fill out debit card information below)




* New accounts must complete Credit Application form.
** Debit cards are NOT recommended

ORDER FORM

SHIP VIA:		FREIGHT FOB:			
QTY	MODEL NO.	DESCRIPTION	PRICE	PER	AMOUNT
1					
2					
3					
4					
5					
6					
ORDERED BY:					TOTAL

COMMENTS/SPECIAL INSTRUCTIONS: _____

CREDIT CARD INFORMATION

Please complete this section if paying by credit/debit card:    Card is a: Credit Card Debit Card* (Not recommended)

Credit Card Number Expires

Please print name EXACTLY as it appears on card _____

Authorized users _____

Billing Address of Card Holder _____

City _____ State _____ Zip _____

I do hereby authorize Petra Industries, Inc. to process payment for all orders made by fax, phone or email to the above referenced credit card. These orders will be made by the above listed authorized users. Any changes such as adding or deleting users will be made in writing to Petra Industries, Inc. I assume responsibility for payment. *I understand that Petra Industries, Inc. does not recommend the use of debit cards due to potential bank processing issues. I agree that Petra Industries does not assume any liability regarding any bank fees associated with bank debit cards. I do also agree to abide by the Sales & Return Authorization policies established by Petra Industries, Inc. I have read the above conditions & hereby agree to the terms of this sale.

Authorized Signer _____ Date _____

Printed Name of Signer Above _____

Fax 866-604-7288
www.petra.com
Phone 866-719-6292

APPENDIX VIII: PETRA BLANK PO FORM

		VENDOR			PURCHASE ORDER			
		Name: PETRA INDUSTRIES			THIS NUMBER MUST BE SHOWN ON ALL PAPERS AND PACKAGES			
		Address: 2101 S. KELLY						
		City/State/Zip: EDMOND, OKLAHOMA 73013						
		Phone/Fax: PH: 866-604-7286 FAX 866-604-7285						
		Email address: JWEHBA@PETRA.COM						
		Contact Name: JAY WEHBA						
Payment Terms: Ship Via: Shipping Date: Freight: <p style="text-align: center;">No Charge</p>		SHIP TO			BILL TO			
		Name:						
		Address:						
		City/State/Zip:						
		Phone/Fax:						
		Attention:						
QTY (CS) ORDERED	ITEM#	DESCRIPTION	CS PK	UNIT PRICE	EXTENDED AMOUNT	LOCATION	DEPARTMENT	QTY RECEIVED
	CORDS							
	PET90-1020	4FT DRYER 3 PRONG	48	2.95	0.00			
	PET90-1024	6FT DRYER 3 PRONG	36	3.99	0.00			
	PET90-2020	4FT DRYER 4 PRONG	24	4.59	0.00			
	PET90-2024	6FT DRYER 4 PRONG	24	6.29	0.00			
	PET90-1080	4FT RANGE 3 PRONG	36	5.23	0.00			
	PET90-1084	6FT RANGE 3 PRONG	24	7.42	0.00			
	PET90-2080	4FT RANGE 4 PRONG	24	7.89	0.00			
	PET90-2084	6FT RANGE 4 PRONG	12	11.27	0.00			
					TOTAL \$	0.00		
<p>*This order is accepted in accordance with prices and terms of sale mentioned herein, unless purchasing agent has been notified of and has agreed to changes prior to shipment of such goods.</p> <p>*Separate invoices and packing slips are required for each purchase order number.</p>								
For Accounting Use Only Received PO verified to original PO			PO written by: Ron Aslinger		Approved by:		Date: #####	
			2nd approval:					
						PURCHASE ORDER		
						AI 111310		

APPENDIX IX: SAMPLE INSTALLS APPLIANCE WORK ORDER

INSTALLS inc Installation Workorder		(888) 490-4321	(888) 655-8621 < Fax	
Customer Information		Job Number: 2437-674		
BOB SMITH		(716) 456-7891 < Phone	Account #:	
1195 SUMMERHILL DRIVE		(123) 123-1234 < Other Phone		
WILKES BARRE, PA 18702		none < Alt. Phone		
test@testemail.com				
Tracking #:		Client: hhgregg Appliances » Store #207		
Installer Information				
Sched Date: 08/24/2011	Installer:	Phone:		
Presched Date: 08/30/2011	INSTALLS INC - TPG	(888) 490-4321		
Promise Time: 08:00am - 11:00am	RECRUITMENT@INSTALLS.COM	Fax:		
ETA: 08:00am		none		
Tech: Test Tech				
Order Information				
Services:				
Qty	SKU	Description		
1	6104	Dishwasher		
1	6204	Dishwasher Add-on		
1	6208	Rangehood Add-on		
2	6134	Dishwasher Parts		
Equipment:				
Qty	Name	Sku	Model	Serial
1	6134	6134	Service	6134
1	Part 1	12345	model1	serial1
1	INAI10	INAI10	Service	INAI10
1	6134	6134	Service	6134
1	INAI10	INAI10	Service	INAI10
1	Part 2	67890	model2	serial2
1	INAI15	INAI15	Service	INAI15
<p>By signing this workorder I acknowledge that the installer has completed the installation/service in accordance with the definitions established by INSTALLS inc. This signature also indicates that there are no outstanding issues left to be resolved pertaining to this "pre-paid" installation. Additional work negotiation directly between the customer and installer are not applicable for the purpose of this signature.</p>				
Signature: _____			Date: _____	
Printed Name: _____				

(1) 6104 Dishwasher

Pre-Installation activities:

1. Service is for direct replacement of an existing similar appliance only.
2. Technician performs a pre-site survey to determine if the installation can be completed.
3. Technician obtains permit, if necessary. Customer is responsible for price of permit.
4. Technician unpacks, inspects, and prepares dishwasher for installation.
5. Technician surveys and documents, on Control Form, any existing damages, blemishes and/or defects on surrounding property including, but not limited to, plumbing and electrical services, walls, flooring, cabinets, countertop, ceilings and appliances.
6. Any necessary charges for additional labor, parts, resulting from findings are reviewed and signed off by customer on Control Form prior to beginning installation.

Installation:

1. Technician terminates hot-water service, electrical service, and terminates/caps mechanical services (drains) as necessary.
2. Technician modifies existing Dishwasher, as necessary, to ensure clearance in removal. Technician disconnects and removes existing dishwasher from surrounding cabinets and fixtures.
3. Technician determines, confers with customer and documents on the Control Form charges necessary for additional labor, parts, or permits that are needed to proceed with the service, due to the conditions once the old dishwasher has been removed. Technician has the customer initial the Control Form prior to continuing.
4. Technician accommodates and meets all plumbing, electric codes as necessary and possible to meet building codes and all manufacturers' installation specifications, but not to exceed authorized additional charge estimate provided to customer.
5. Technician installs new appliance according to the manufacturer's specifications and to customer's satisfaction.
6. Technician connects electrical service as required by National Electric Code.
7. Technician ensures dishwasher is properly grounded.
8. Technician connects hot-water feed to Dishwasher and discharge hose to drain system as required by national, state, and local plumbing codes.
9. Technician ensures discharge hose is properly looped to prevent backflow into dishwasher.
10. Technician turns on hot water feed and checks all connections.
11. Technician tests dishwasher by manually advancing timer to fill cycle.
12. Technician advances timer to "wash" cycle and ensures pump, spray arms and/or lowers are functioning properly.
13. Technician advances timer to "drain" cycle and ensures drain discharge pump is functioning properly.
14. Technician monitors all connections.
 - Shut-off valve, packing nut, and fittings
 - State approved tubing and dishwasher coupling
 - Discharge hose connection to disposer, air gap, or drain stem
 - All visible drain line and supply line connections
15. Technician corrects any defects in the installation (if applicable), and retests appliance.
16. Technician inspects and ensures any surrounding mechanical services are intact and free of leaks.
17. Technician inspects and ensures dishwasher tub, all motor seals, pump seals, fill-valve tubing, etc. are free of leaks at all visible locations.
18. Technician reverse door and access cover color panels if desired by customer.
19. Technician checks and verifies that all user functions are operational. When performing this check, Technician walks through a demo with the customer to show the customer basic operations of their new appliance. Technician sets the clock and presets, if applicable.

Completion:

1. Technician removes carton and packing materials from premises.
2. Technician ensures all work areas are neat, clean, and dry.
3. Technician has customer sign and date each Control Form after the installation is completed.
4. Technician signs and dates each Control Form after the installation is completed.
5. Technician ensures customer has possession of:
 - Manufacturer's warranty/registration card
 - Owner's manual
 - Installation instructions
 - Accessory items (product samples, coupons, video tapes, etc.)
 - UPC number/bar code off carton (for rebate if necessary)
 - Excess hardware

(1) 6204 Dishwasher Add-on

Pre-Installation activities:

1. Service is for direct replacement of an existing similar appliance only.
2. Technician performs a pre-site survey to determine if the installation can be completed.

3. Technician attains permit, if necessary. Customer is responsible for price of permit.
4. Technician unpacks, inspects, and prepares dishwasher for installation.
5. Technician surveys and documents, on Control Form, any existing damages, blemishes and/or defects on surrounding property including, but not limited to, plumbing and electrical services, walls, flooring, cabinets, countertop, ceilings and appliances.
6. Any necessary charges for additional labor, parts, resulting from findings are reviewed and signed off by customer on Control Form prior to beginning installation.

Installation:

1. Technician terminates hot-water service, electrical service, and terminates/caps mechanical services (drains) as necessary.
2. Technician modifies existing Dishwasher, as necessary, to ensure clearance in removal. Technician disconnects and removes existing dishwasher from surrounding cabinets and fixtures.
3. Technician determines, confers with customer and documents on the Control Form charges necessary for additional labor, parts, or permits that are needed to proceed with the service, due to the conditions once the old dishwasher has been removed. Technician has the customer initial the Control Form prior to continuing.
4. Technician accommodates and meets all plumbing, electric codes as necessary and possible to meet building codes and all manufacturers' installation specifications, but not to exceed authorized additional charge estimate provided to customer.
5. Technician installs new appliance according to the manufacturer's specifications and to customer's satisfaction.
6. Technician connects electrical service as required by National Electric Code.
7. Technician ensures dishwasher is properly grounded.
8. Technician connects hot-water feed to Dishwasher and discharge hose to drain system as required by national, state, and local plumbing codes.
9. Technician ensures discharge hose is properly looped to prevent backflow into dishwasher.
10. Technician turns on hot water feed and checks all connections.
11. Technician tests dishwasher by manually advancing timer to fill cycle.
12. Technician advances timer to "wash" cycle and ensures pump, spray arms and/or towers are functioning properly.
13. Technician advances timer to "drain" cycle and ensures drain discharge pump is functioning properly.
14. Technician monitors all connections.
 - Shut-off valve, packing nut, and fittings
 - State approved tubing and dishwasher coupling
 - Discharge hose connection to disposer, air gap, or drain stem
 - All visible drain line and supply line connections
15. Technician corrects any defects in the installation (if applicable), and retests appliance.
16. Technician inspects and ensures any surrounding mechanical services are intact and free of leaks.
17. Technician inspects and ensures dishwasher tub, all motor seals, pump seals, fill-valve tubing, etc. are free of leaks at all visible locations.
18. Technician reverse door and access cover color panels if desired by customer.
19. Technician checks and verifies that all user functions are operational. When performing this check, Technician walks through a demo with the customer to show the customer basic operations of their new appliance. Technician sets the clock and presets, if applicable.

Completion:

1. Technician removes carton and packing materials from premises.
2. Technician ensures all work areas are neat, clean, and dry.
3. Technician has customer sign and date each Control Form after the installation is completed.
4. Technician signs and dates each Control Form after the installation is completed.
5. Technician ensures customer has possession of:
 - Manufacturer's warranty/registration card
 - Owner's manual
 - Installation instructions
 - Accessory items (product samples, coupons, video tapes, etc.)
 - UPC number/bar code off carton (for rebate if necessary)
 - Excess hardware

(1) 6206 Rangehood Add-on

Pre-Installation activities:

1. Service is for direct replacement of an existing similar appliance only.
2. Technician performs a pre-site survey to determine if the installation can be completed.
3. Technician attains permit, if necessary. Customer is responsible for price of permit.
4. Technician unpacks, inspects, and prepares range hood for installation.
5. Technician surveys and documents, on Control Form, any existing damages, blemishes and/or defects on surrounding property including, but not limited to, plumbing and electrical services, walls, flooring, cabinets, countertop, ceilings and appliances.
6. Any necessary charges for additional labor, parts, resulting from findings are reviewed and signed off by customer on

CONTROL FORM prior to beginning installation.

7. Prior to beginning the installation, technician ensures area is adequately protected from inadvertent damage, and ensures the area. The customer is also advised that service may need to be shut down, as necessary.
8. Technician ensures work area is adequately ventilated during installation process

Installation:

1. Technician terminates and disconnects electrical service.
2. Technician disconnects duct, if applicable.
3. Technician disconnects, and removes existing cooktop from surrounding cabinets and fixtures.
4. Technician disconnects and removes existing range hood from surrounding cabinets and fixtures.
5. Upon extraction, technician determines, confers with customer and documents on the CONTROL FORM charges necessary for additional labor, parts, or permits that are needed to proceed with the service, due to the conditions found after extraction. Technician has the customer initial the CONTROL FORM.
6. Technician is to 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.
7. Technician range hood according to the manufacturer's specifications and to customer's satisfaction.
8. Technician connects electrical service as required by National Electric Code.
9. Technician reconnects and seals to existing duct, if applicable.
10. Technician all components such as filters, access panels, light bulbs (supplied by customer and not to exceed recommended wattage).
11. Technician activates and tests exhaust fan at all speeds and light at all settings.
12. Technician ensures charcoal filter is installed for non-ducted applications.
13. Technician ensures back-draft damper is opening and closing as required for ducted applications.
14. Technician checks exterior wall cap and ensures there are no blockages.
15. Technician monitors all connections to ensure proper installation and operation.
16. Technician corrects any defects in the installation (if applicable), and retests appliance.
17. Technician checks and verifies that all user functions are operational. When performing this check, technician walks through a demo with the customer to show the customer basic operations of their new appliance. Technician sets the clock and presets, if applicable.

Completion:

1. Technician removes carton and packing materials from premises.
2. Technician ensures all work areas are neat, clean, and dry.
3. Technician has customer sign and date each Control Form after the installation is completed.
4. Technician signs and dates each Control Form after the installation is completed.
5. Technician ensures customer has possession of:
 - Manufacturer's warranty/registration card
 - Owner's manual
 - Installation instructions
 - Accessory items (product samples, coupons, video tapes, etc.)
 - UPC number/bar code off carton (for rebate if necessary)
 - Excess hardware

(2) 6134 Dishwasher Parts

Service Includes:

1. Includes all necessary parts to connect dishwasher to customer's existing hot water supply with existing cutoff valve, existing dishwasher drain connection and power cord if needed for connection to standard 110 outlet when unit is not hardwired.
2. Parts examples, Stainless steel dishwasher water lines and associated adaptors, clamps, Teflon tape, power cord and 5/8" drain hose extension if required.

Additional Instructions:

This order contains the following additional installation packages: 6204 - Dishwasher Add-on, 6208 - Rangehood Add-on, 6134 - Dishwasher Parts, 6134 - Dishwasher Parts

If you have any questions pertaining to this work order please call INSTALLS inc immediately.

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