

Includes delivery of unit to your home, plug-in to see if product is fully functional, leveling of products (i.e. - REF doors, height of washers and dryers if placed side by side) and debris removal (box, wraps, insulation, and padding). Additional charges may apply for installation and replacement of existing connectors with new parts (hose, vent, water, etc.)

All Appliances

To ensure a smooth and easy delivery, be sure to review the following as soon as possible and contact us with any questions.

- Verify dimensions - (height, width, & depth of unit) - will new unit fit in the intended area? Check for obstacles or space restrictions along path to hookup location.
- Review and download detailed installation instructions for your appliance from the product spec page.
- Verify unloading zone is available within 30ft of the home for parking and access.
- Verify less than three (3) flights of stairs to get to the install location (not applicable if elevator is available).
- An adult at least 18 years old, authorized to make decisions, must be present for delivery.
- Delivery agents are not licensed carpenters, plumbers, or electricians. All electrical outlets, water and gas shut-off valves, and cabinetry must be available and compliant at the time of delivery to complete any purchased installation options.
- All appliances must be empty of personal belongings prior to removal (if applicable).
- Home Installation and Haul Away services are not available for Wall Ovens, Cooktops, and Hoods.

Washing Machines

- Hot and cold water shut-off valves for washers must be identified and easily accessible. The hookups must be in good condition, and please ensure that you can shut off the water supply prior to delivery.
- The washer drain standpipe should be between 34 and 60 inches tall. The drain pipe for the washer drain should have a 2" opening. If your opening is smaller than this, you may be required to purchase an adapter from your local hardware store.
- Ensure there is a 110/120 volt, three prong, grounded electrical outlet protected by a dedicated 15 or 20-amp circuit breaker.

Our delivery agents will install/attach pedestals to washers and dryers only if purchased at the same time. Our delivery agents are unable to install pedestals purchased on a separate order or at separate times. Our delivery agents will stack laundry units only when purchased new together and delivered at the same time. They will not stack a new unit to an existing unit.

Microwaves

- Please remove all items from the cabinet above the location where the microwave will be delivered prior to delivery.
- If you wish to exhaust the microwave to the outside, an exhaust duct must exist in the cabinet above the new microwave space. Please refer to the user installation guide for specific specs with model of choice. This duct must be matched up with the new OTR microwave exhaust, installers cannot modify any existing venting or install a new vent.
- Ensure there is a 110/120 volt, three prong, grounded electrical outlet protected by a dedicated 15 or 20-amp circuit breaker. The outlet must be located in the cabinet above the microwave oven. If you do not have this, please contact a local electrician to install this prior to delivery.

Dryers

- Dryers must be attached to a metal vent. Installation does not include altering the direction or the location of the dryer vent. If the vent is clogged, it must be cleaned before installation.
- A natural gas supply line with a shut off valve must be located directly behind the appliance. If you plan on using propane, please contact a local contractor to perform the conversion prior to delivery.
- The LP gas valve must be constructed of metal, free of rust and in good working order. Our team will not be able to connect to a plastic or rusty connector.
- ELECTRIC Dryers: Must have a dedicated, properly grounded 220/240 volt branch circuit, protected by a 30 amp circuit breaker or a time-delay fuse.
- GAS Dryers: A 110 volt, three prong, grounded electrical outlet must be within reach of the power cord.

If your current dryer is wired directly into a wall (meaning there is no plug to disconnect), please contact a local electrician to install the proper outlet prior to delivery.

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Refrigerators and Freezers

- Icemaker or ice and water dispenser connections: A working shut off valve connected to a 1/4 inch stainless steel water line must be located within 6ft and on the same floor. NOTE that we cannot connect to any copper lines or plastic pex tubing.
- A 110 volt, three prong, grounded electrical outlet must be within reach of the power cord.

Ranges

- Samsung requires the installation of an anti-tip device for any free-standing or slide-in electric or gas range. Our delivery provider will not leave the unit in the kitchen without attaching the anti-tip device. Installation of the anti-tip device requires that small holes be drilled in the floor or wall behind the range. The floor surface where the anti-tip bracket is to be installed must be free of tile or other hard materials; installers do not carry masonry bits and cannot drill through tile.
- A natural gas supply line with shut-off valve must be located directly behind the appliance. If you plan on using propane, please contact a local contractor to perform the conversion prior to delivery.
- The LP gas valve must be constructed of metal, free of rust and in good working order. Our team will not be able to connect to a plastic or rusty connector.
- If your current range is wired directly into a wall (meaning there is no plug to disconnect), please contact a local electrician to install the proper outlet prior to delivery.
- ELECTRIC Ranges: Ensure that you have a dedicated, properly grounded 220/240 volt branch circuit, protected by a 40 amp circuit breaker.
- GAS Ranges: Ensure you have a 110 volt, three prong, grounded electrical outlet within reach of the power cord.

Dishwashers

- A water supply line with a dedicated shut-off valve must be located under the sink or behind the dishwasher. Delivery agents cannot complete installation if the shut-off valve is in a crawl space or basement location.
- The dishwashers must be installed no more than 10 feet from the sink for proper drainage.
- Ensure there is a 110/120 volt, three prong, grounded electrical outlet protected by a dedicated 15 or 20-amp circuit breaker located within 5 feet of the installation location.

