

TECHNICAL BULLETIN: Fridge, Freezer & FF (Cooling Products) Installation

Dear Customer

It is our standard operating procedure to install all appliances in accordance with the Manufacturers Installation Instructions, and as part of these instructions we are not able to switch on a cooling appliance immediately after the installation of the appliance, unless specifically directed to do so in the MIs.

The reason for this requirement is due to the oil within the product which becomes unsettled when the product is moved / tilted during transport and installation, and if the appliance is switched on before this has had time to settle, it can block the cooling lines at the back of an appliance when the appliance is switched on, causing an appliance fault / malfunction.

Our installers have been trained to follow the installation procedure as detailed below:

- Test the cooling product socket to ensure that this is working
- Isolate the cooling product via the isolation switch (above worktop, consumer unit) checking that the power is switched off to the cooling product socket
- Proceed to install the cooling product in accordance with the MIs.
- State on the Installation Record Sheet: "Electric Test- No" and "Safe for use-No" and document that you are unable to test the appliance.

Please note that the timescale required to not switch on the appliance will vary from manufacturer to manufacturer – for example AEG/Electrolux recommend that this is not switched on for a minimum period of 4 hours after installation.

We will therefore not be able to test whether there is a fault with the Appliance and so this will need to be done by site prior to occupation. In the unlikely event of an appliance fault then please contact either the Manufacturers Service Department or DBD's Customer Care team to arrange for the product to be repaired.

Should you wish to discuss any aspect of this bulletin please don't hesitate to contact either your DBD Account Manager or myself.

Thank you in anticipation of your cooperation and assistance regarding the above.

Martin Appleyard
Operations Director & Head of Compliance

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