

General Information

1. Greet the customer.
2. Ask the customer where the new product will go.
3. Ask the customer to prepare for the delivery (e.g., clear blocked pathways).
4. Measure the width of doorways and hallways to ensure the new product will fit.
5. Check the delivery area for necessary hookup items (i.e., electric or gas valves, water lines, power cords, etc.).
6. Document existing damage of the customer's property on the Delivery Driver Log before bringing the new product into the customer's home.
7. Ensure the customer signs the "No Property Damage Done" stamp on the green Route Sheet.
8. Protect the customer's floor by using the appropriate equipment (e.g., never slide a product across the customer's floor; always use lifting straps).
9. Remove all packaging materials.
10. Bring the new product into the customer's home.
11. Hook up the product.
12. Explain the operation of the product to the customer. Get the customer's signature.
13. Give the customer the product literature from the packaging box before leaving his/her home.
14. Remove all cardboard, packing material, plastic and shrink wrap from the customer's property.

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Dryers

ELECTRIC

1. Hook up the electrical cord.
2. Position the dryer close enough to hook up the venting and power cord.
3. Connect the power and venting.
4. Position the dryer completely into place (never slide a product across the customer's floor).
5. Level the dryer. Ensure the dryer and washer heights are level.
6. Clear out the material from inside the tub.
7. Check the operation of the dryer (heating element and venting) with the customer present. You may have to check the flow of air outside.

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