

## **What is included with your purchase**

- Site Water Test – our team will contact you to organize sending a sample water test kit to the location the oven will be installed. Your responsibility will be to perform the necessary water collection and send the sample test kit to the address provided for testing. This is to help determine the recommended water filter. *Only 1 test will be included per location of oven being installed.*
- Pre-Sale-Site Survey – our team will contact you to go over some key questions to ensure that when an authorized service agents comes to perform a pre-site survey, it is completed correctly. See attached document Pre-Sale Site Requirements. *Only 1 survey will be included per location of oven being installed.*
- Factory Authorized Service Site Survey – a Convotherm authorized service agent will perform assessment of the site prior to installation to determine if it is ready for installation. The FAS site survey is intended to verify that the Convotherm oven can be set in place and connected to final utilities. It is not a consultation or advisory service to determine what is required for site compliance. Customers must refer to the product specification sheet and consult the appropriate licensed trades to ensure all utilities and conditions meet installation requirements. *Only 1 survey will be included per location of oven being installed.*
- Installation – a Convotherm FAS will perform. *Only 1 installation will be included per oven being installed.*
  - Travel to and from installation location by Factory Authorized Servicer (FAS) - up to 200 miles round trip
  - Professionally reviewed and managed install process
  - Delivery of purchased equipment (6 & 10 shelf combis only) from FAS facility to site.
  - Uncrating of purchased equipment
  - Inspection of purchased equipment prior to install
  - Assembly of purchased equipment
  - Placement of unit on floor, stand, or table/countertop
  - Leveling of unit
  - Connection of existing utilities within 3 feet of unit

- Operational/functional test
- Disposal of new equipment packaging and dunnage
- Operator functional training by local Convotherm rep
- Installation Kit – necessary componentry needed for the installer to be able to perform most installations. Additional components may be necessary for purchase by the customer if necessary. *Only 1 installation kit will be included per oven being installed.*
- Factory Authorized Startup – FAS Start up verifies proper installation and starts warranty coverage. Startup services are free with the purchase of Convotherm Installation. *Only 1 Factory Authorized Startup will be included per oven being installed.*

#### **What is NOT included with your purchase**

- In the event that pre-site survey or installation visit is aborted due to the site not being ready, the customer will be required to pay for any additional labor and travel charges for subsequent visits.
- Installation of water filtration, stacking kit, and hood additional charges will be assessed
- Final connections for new construction or remodel projects that are managed by on site General Contractor
- Travel over 200 miles round trip, additional charges will be assessed
- Locations that require visitor security screening
- Special licensing and permits
- Installation outside normal business hours
- Some installation locations will require additional materials to be purchased by customer
- Disposal of old equipment
- Site modifications – Costs to modify site are the responsibility of the customer and are NOT included in the purchase of the oven