

Pre-delivery & connection guidelines for gas appliances



We want you to be able to use your new appliance straight away, without having to wait any longer than necessary. Our supplier has an experienced team that can help save you time and effort by connecting the gas cooker for you.

They connect countless appliances across the UK every day, so you can trust their team to get your brand-new gas cooker fitted professionally and efficiently. They will even disconnect your old gas cooker too. Their gas installation team are Gas Safe registered, and you will receive a gas safety certificate. Find out exactly what our supplier service includes and what you need to do to prepare.

Before delivery can be agreed with our supplier, you must make sure that:

What you need to do:

Before ordering the appliance with our supplier and to ensure they can safely and successfully connect your new gas cooker there are just a few quick checks you will need to carry out. Please contact us if you are unsure or need further information or guidance from us on any point,

- Your existing HOT ZONE (the space around your hob) will need to be free from switches, cooker hoods and flammable items, including cupboards and wallpaper. There will need to be a gap of at least 75cm between your hob and the cooker hood or ceiling above. Our supplier will ask some questions about the HOT ZONE when they call you, but please be advised they may not be able to disconnect your old gas cooker and/or connect your new gas cooker if it is not clear of hazards, and your delivery and related services may fail. Please contact us if you are unsure or need further information or guidance from us on this point
- As with all gas appliances, you will need to make sure that the room your gas cooker is going has direct ventilation to an outside space. Please contact us if you are unsure or need further information or guidance from us on this point
- Our supplier will need to connect your new gas cooker to your existing gas supply. Please double check you have access to one. Please contact us if you are unsure or need further information or guidance from us on this point
- You need to make sure that our supplier has access to a gas meter. If you are on a pre-paid meter, please ensure you have enough credit to enable our supplier to check that everything is working for you. Please contact us if you are unsure or need further information or guidance from us on this point
- Gas cookers still require an electricity supply. If the property is on a meter, there must be sufficient credit topped up to ensure a successful disconnection and/or connection of your gas cooker can take place. Please contact us if you are unsure or need further information or guidance from us on this point

- Please check that your existing electrical connection matches what is required under the manufacturers' guidelines for your new cooker. Please contact us if you are unsure or need further information or guidance from us on this point
- Please make sure the dimensions and colour of the new cooker are correct. Double check the height, width and depth are suitable for the space in your kitchen. Please contact us if you are unsure or need further information or guidance from us on this point
- Our supplier's delivery crew must be able to park within sight of your property. If permits are required, it is important that one is made available for the day of delivery. Their crew are not allowed to park in a loading bay if they are to connect an appliance due to the time required. Please contact us if you are unsure or need further information or guidance from us on this point
- Our suppliers have the right to refuse delivery and/or connection if the property is deemed unhygienic and not fit for delivery. There should be clear access inside and outside of the property. Their delivery crew are not allowed to touch personal effects, so the area needs to be cleared. In addition, any appliances to be removed should be cleaned. Please contact us if you are unsure or need further information or guidance from us on this point
- Please ensure there is someone responsible at the property to sign for the delivery/connection services undertaken, otherwise the delivery/connection will fail. Please contact us if you are unsure or need further information or guidance from us on this point

What our supplier will do (where it is safe and legal to do so):

- Like you, our supplier wants your gas cooker connected without any glitches. This is what our supplier will do (wherever possible) from the moment we place an order for a gas cooker that may include the disconnection of your old gas cooker, the connection of your new gas cooker and the disposal of your old gas cooker:
- To make sure everything goes as smoothly as possible, our supplier will contact you prior to delivery to discuss your order. They will explain the delivery service, and connection/disposal process before arranging and agreeing a suitable date for the delivery and connection of your gas cooker. Please contact us if you are unsure or need further information or guidance from us on this point
- Our supplier's gas safe engineers assist the delivery crew with the disconnection of the old appliance and the connection of the new appliance. Please note: The delivery crew cannot involve themselves with the connection or disconnection of the old or new gas cooker. Please contact us if you are unsure or need further information or guidance from us on this point
- In most instances, our supplier will arrange and ensure the delivery and connection and/or disconnection will be undertaken on the same day. This may require 3 appointments on the same day (between 7am and 7pm) to complete the delivery and disconnection of the old appliance and the connection of the new appliance. Please contact us if you are unsure or need further information or guidance from us on this point
- At the point of delivery of the product, our supplier's delivery crew will deliver, unpack, position the new appliance and (where requested) collect the old appliance, but only where the old appliance is disconnected and ready to be taken. Please note, where the delivery crew arrives with the new gas cooker before the gas safe engineer has disconnected the old gas cooker, we may need to collect the old appliance on another day. Please contact us if you are unsure or need further information or guidance from us on this point

- Disconnection of the old gas cooker and the connection of the new gas cooker by our supplier's gas safe engineer to the existing gas outlet will be undertaken, but only if it is safe and legal for them to do so. Please contact us if you are unsure or need further information or guidance from us on this point
- Our supplier's gas safe engineers will test the appliance to ensure it is safe and ready to use, and provide relevant gas certification details

What we don't do or cover:

To avoid any surprises on the delivery day, please note what our supplier's connection service does not include

- We cannot fix a gas leak. Please contact us if you are unsure or need further information or guidance from us on this point
- If your boiler does not relight after we have connected your gas cooker, our supplier and their team are not liable. Your provider must be contacted. Please contact us if you are unsure or need further information or guidance from us on this point
- We will not alter or amend any part of your property. E.g. we will not remove anything which is within the Hot Zone. Please contact us if you are unsure or need further information or guidance from us on this point
- We may not be able to disconnect and/or reconnect your old gas cooker or connect your new gas cooker where a general assessment by our Gas Safe engineer suggest it is unsafe to do so. Please contact us if you are unsure or need further information or guidance from us on this point
- The connection of your gas cooker is only available on certain days in certain postcodes and subject to stock availability via our supplier. Do not be alarmed if delivery/connection is not available for some time when our supplier calls you. Please contact us if you are unsure or need further information or guidance from us on this point