

03 August 2020

RUSSELL'S STAGE 4 PROCEDURES

With **Stage 4 COVID19 restrictions** coming into place for the next six weeks, Russell's will continue to **support our community** (in line with Vic Gov guidelines). Our showroom will be shut from Thursday, 6th August but our skeleton sales & installation team **remain operational to supply and install Heating, Cooling & Hot Water** appliances. Yes, we will be limited to supply chains and what remains in stock in our warehouse & showroom, but rest assured **we will do our best to accommodate your needs** as best we can.

What can you do to help?

We will be exercising contactless quotes and installations. This means there are a few (but too not many) steps we require from you!

Ducted Heating

- Photo of Existing Heater & Serial Plate showing Make, Model & Year of Manufacture
- Photo of Thermostat & Return Air Grille with Inner Dimensions (and note if there is a filter)
- Rough Floorplan with dimensions
- Note number of outlets/vents
- Photo of Manhole Access (if internal)
- Photo of Driveway Access

Log Fire Heating

- Photo of Existing Heater or Preferred Installation Location
- If replacement, is the power directly wired or a standard plug?
- Room dimensions (incl. ceiling height)
- Photo of Driveway Access

Cooling

- Photo of Existing Heater or Preferred Installation Location
- Photo of Power Board
- Room dimensions (including ceiling height)
- If replacement, Photo of Serial Plate showing Make, Model & Year of Manufacture
- Photo of Driveway Access

Hot Water

- Photo of Existing Hot Water (and if different Preferred Installation Location)
- Photo of Serial Plate showing Make, Model & Year of Manufacture
- Number of bathrooms/residents
- Photo of Driveway Access

When our Installations Team are at your home, we ask that you would wear a mask when communicating & our team members may at times ask to wash their hands before, after and throughout the installation process and we ask you be as accommodating as you feel fit. Your comfort is something we put in high regard at Russell's but the health and safety of our team members is a priority.

Thank you for your support & Thank you for choosing Russell's.
Russell's Heating, Cooling & Hot Water