

Services Guide

Appliances - Major - Sales and Service

**NOTE 1: This information is pulled from credible sources. This information is a guide. Any information used from this guide must be re-contextualized (no copying and pasting). Re-contextualize information incorporating SEO and business specifics.*

**NOTE 2: For MCP websites, stick to general information and avoid specifics.*

Table of Contents

Contents

- 1. Appliances - Major - Sales and Service Overview 1
 - 1.1 General Information 1
 - 1.2 SEO..... 1
- 2. Services 1
 - 2.1 Repair..... 1
 - 2.2 Installation..... 2
 - 2.3 Inspection and Maintenance..... 3
 - 2.4 Gas Fitting 3
- 3. Appliances 4
 - 3.1 Kitchen 4
 - 3.2 Laundry 6
 - 3.3 New vs. Used 7

1. APPLIANCES – MAJOR - SALES AND SERVICE OVERVIEW

1.1 GENERAL INFORMATION

- Every house has major appliances in it
- Refrigerators to keep food fresh and cold
- Ovens and microwaves to cook and heat up food
- Dishwashers to automate cleanup
- When one of these essential machines breaks down, you need either a repair or a replacement

1.2 SEO

Keywords (First Row – BEST, Last Row – LEAST)

○ Dishwasher	○ Oven	○ Refrigerator	○ Home appliances
○ Appliance stores	○ Appliance warehouse	○ Electrical appliances	○ Appliance repair
○ Refrigerator repair	○ Appliance doctor	○ Microwave repair	○ Oven repair
○ Appliance packages	○ Appliances	○ Washing machine	○ Microwave

2. SERVICES

<http://www.bowestappliances.ca/repair/In-home-repairs>

<http://www.platinumappliance.com/services/>

<http://www.mlapplicancerepair.ca/appliance-repair>

<http://www.bowestappliances.ca/repair/>

2.1 REPAIR

- Dishwashers and washers can leak and cause terrible damage to your floors and foundations
- Refrigerators and freezers can fail and cause your food to spoil
- Many appliances today have complex computers inside them and require technical expertise to repair them
- Get the experts on your side and get your appliances working properly again

Services Guide: Appliances – Major – Sales and Service

Service	Description
In-home repair	<ul style="list-style-type: none"> ○ For major household appliances that are harder to move ○ Refrigerators, ovens, dishwashers, etc. ○ Experienced and licensed technicians
In-shop repair	<ul style="list-style-type: none"> ○ Bring your appliance to us for repair ○ Service while you wait, or you can pick it up when repairs are complete ○ Experienced and licensed technicians
Parts ordering	<ul style="list-style-type: none"> ○ If we don't have the parts in stock, we can order it for you ○ Parts for most major appliances and brands
Delivery	<ul style="list-style-type: none"> ○ Major appliances can be too big for your average family vehicle to carry ○ Delivery trucks can bring it to your home
Warranty	<ul style="list-style-type: none"> ○ All appliances are tested to ensure top working order ○ Parts and labour warranty

2.2 INSTALLATION

<https://www.homedepot.ca/en/home/installation-services/appliances-installation.html>

Process:

Process	Description
1. In-Home Consultation	<ul style="list-style-type: none"> ○ For more complex installations ○ Survey the site to determine the installation's electrical or plumbing needs ○ Advise on necessary permits ○ Discuss any additional costs related to the installation, including correcting defects, corrosion, substandard hookups, and code violations
2. Installation	<ul style="list-style-type: none"> ○ Site preparation, including ensuring adequate protection to the surrounding area ○ Unpacking, inspecting, and preparing the new appliance ○ Disconnecting and removing the existing appliance that is being replaced ○ Accommodating services to meet building codes and manufacturer's installation specs ○ Connecting and double checking all electrical and plumbing connections



[Back to Top](#)

Services Guide: Appliances – Major – Sales and Service

	<ul style="list-style-type: none">○ Making sure the new appliance works correctly
3. Follow-Up Inspection	<ul style="list-style-type: none">○ Remove all packaging material from your home○ Ensure work area is left neat, clean, and dry○ Demonstrate basic operation of your new appliance and ensure your complete satisfaction with the completed job

2.3 INSPECTION AND MAINTENANCE

<http://www.ecofriendlyappliance.com/appliance-maintenance-programs/>

- Some companies offer maintenance programs for appliances
- Annual inspection and maintenance can increase the lifespan of appliances and ensure that they stay in good working order
 - You can stay ahead of the problems by identifying any concerns before they turn into large and costly repairs.
 - As appliances get older, their parts start wearing out and becoming less efficient. You may notice your electricity bills going up. Maintenance can save you money in the long run by making your machines more efficient.

2.4 GAS FITTING

<http://www.safetyauthority.ca/licences-certificates/working-bc/gas>

<http://www.itabc.ca/program/gasfitter-class>

<http://www.itabc.ca/program/domesticcommercial-gasfitter-class-b>

- A gas fitter is a person trained to connect, disconnect, and service gas fittings and appliances.
- Different provinces have different regulations to become a licensed gas fitter
- Most provinces have 2 levels of gas fitter. These have different names depending on province, but as generally directly translatable between provinces.
 - For example, in BC:
 - Domestic/Commercial Gasfitter (Class B) means a person who may install, test, maintain, manufacture, assemble, construct, operate, alter and repairs propane/natural gas regulated products, such as: supply lines, appliances, equipment and accessories for use in residential and commercial premises
 - Gasfitter (Class A) means a person who may install, test, maintain and repairs propane/natural gas lines, appliances, equipment and accessories in residential and commercial premises. The holder of a Gasfitter - (Class A) is involved in the installation or alteration of any gas system, except vehicle fuel systems under the appropriate permit.
- It's important to get a licensed professional to do your gas fittings – it can be potentially hazardous

3. APPLIANCES

<http://www.leons.ca/search/appliances>

<http://www.bowestappliances.ca/repair/in-home-repair/>

http://www.homedepot.com/c/chest_and_upright_freezers_HT_BG_AP

<http://www.ebay.com/gds/Major-Appliances-Buying-Guide-/1000000177631267/g.html>

https://www.lowes.ca/articles/bbq-buying-guide---bbqs--grills_a1400.html

<http://www.consumerreports.org/cro/microwave-ovens/buying-guide.htm>

3.1 KITCHEN

Appliance	Description
Refrigerators	<ul style="list-style-type: none">○ Maximize space, functionality, and design○ The size of a refrigerator is measured in cubic feet○ It's important to look at measurements, as well as layout and design of features, such as;<ul style="list-style-type: none">▪ Size and placement of ice machine and water dispenser▪ Adjustable shelving▪ In-door refreshment centres▪ In-door media centre
Freezers	<ul style="list-style-type: none">○ Can come in combination with your fridge, or as a stand-alone for extra freezer storage○ Stand-alone comes in 2 styles:<ul style="list-style-type: none">● Chest freezers<ul style="list-style-type: none">▪ Most stand-alone freezers are top-loading▪ Will have baskets to help organize their contents▪ Come in a wide variety of sizes▪ Lower price tag▪ Take up more floor space▪ Most units are manual defrost● Upright freezers<ul style="list-style-type: none">▪ Look like a refrigerator▪ Shelves and drawers for convenient storage▪ Some models heat coils up to 0°C periodically to keep frost from forming▪ Ideal for organization
Gas Ranges	<ul style="list-style-type: none">○ Offer more precise temperature control than electric ranges○ No cool-down time○ Can come with sealed ceramic burners for easy cleaning

Services Guide: Appliances – Major – Sales and Service

Electric Ranges	<ul style="list-style-type: none">○ Adjustable burners○ Some units come with controls that automatically turn off burners that have been left on○ Available in two designs: smooth surface and raised surface models<ul style="list-style-type: none">● Smooth surface<ul style="list-style-type: none">▪ Easy to clean▪ Size of burner may be digitally adjusted to accommodate as needed● Raised surface<ul style="list-style-type: none">▪ Burners set above cooktop○
Ovens	<ul style="list-style-type: none">○ Consider how often it will be used and what its primary use will be○ What you use it for will determine what size an oven you would want○ Features include:<ul style="list-style-type: none">● Electronic touch controls for easier programming of precise temperatures● Warming trays to keep food warm until they're ready to go on the table● Hood
Microwaves	<ul style="list-style-type: none">○ Models vary on speed of heating, noise, ease of use○ Space and location are also considerations to take into account○ Countertop models are most popular○ Over-the-range models are installed over top of the range
Dishwashers	<ul style="list-style-type: none">○ Energy-efficient models use less water than hand washing○ Check the size of the hole on the wash arms○ The smaller the hole, the more scrubbing power it has○ Some dishwashers have sensors to detect how much cleaning the dishes need
Barbecues	<ul style="list-style-type: none">○ Come in a few varieties<ul style="list-style-type: none">● Natural gas/propane grills<ul style="list-style-type: none">▪ Fueled by a removable/refillable tank or a fixed gas line▪ Burns clean and requires less cleanup▪ Quick to ignite and reach cooking temperature▪ Options available include multiple burners, side burners, rotisserie burners● Charcoal grills<ul style="list-style-type: none">▪ Lump of briquette charcoal is the primary fuel▪ Hailed as the most authentic form of grilling by BBQ connoisseurs▪ Can cook at either intense high heat or low simmering heat

Services Guide: Appliances – Major – Sales and Service

	<ul style="list-style-type: none"> ▪ Can use wood chips or other materials to mimic a smoker ▪ Fewer flare-ups than gas units • Electric grills <ul style="list-style-type: none"> ▪ Versatile alternative when gas or charcoal BBQ is not accessible ▪ Small, compact, often portable and lightweight ▪ No open flame, reducing fire risk ▪ Reaches cooking temp quickly ▪ Consistent grilling surface temperature ▪ No fumes or smoke so cooking can be done indoors
--	--

3.2 LAUNDRY

Appliance	Description
Washers	<ul style="list-style-type: none"> ○ Three kinds of washers available <ul style="list-style-type: none"> • Front-load <ul style="list-style-type: none"> ▪ Can come individually or can be stacked to conserve space ▪ Generally use less water to wash clothes ▪ Usually have a more effective, energy-saving spin-dry feature • Top-load <ul style="list-style-type: none"> ▪ Most common ▪ Come in a wide variety of models ▪ Easy access of washtub • Stackable <ul style="list-style-type: none"> ▪ For a more compact area ▪ Stackable washer/dryer combination ▪ Dryer sits on top of washer for easy loading and space saving ○ Choose washer capacity that fits your needs ○ Plastic and stainless steel are most durable
Dryers	<ul style="list-style-type: none"> ○ Many of the same considerations that apply to washers also apply to dryers ○ Some come with sensors that keep from wasting energy when clothes have dried before time is up ○ Common option is a drying rack for drying shoes ○ Many models come with many different options

3.3 NEW VS. USED

<http://kijijiblog.ca/the-ecological-impact-of-buying-used-appliances-vs-new/>
<http://livingstingy.blogspot.ca/2011/01/are-used-appliances-good-deal-sometimes.html>

Service	Pros	Cons
New Appliances	<ul style="list-style-type: none">○ Easier to get replacement parts for○ Modern look○ More energy efficient than older used models○ More features and control	<ul style="list-style-type: none">○ More expensive○ Might need replacing in a few years, especially on cheaper models
Used Appliances	<ul style="list-style-type: none">○ Cheaper, can be a great bargain○ Can be more durable○ You'll be saving an appliance from getting tossed into the landfill – less wasteful	<ul style="list-style-type: none">○ Might be more difficult to get parts for○ Older machines can function less efficiently when they were new