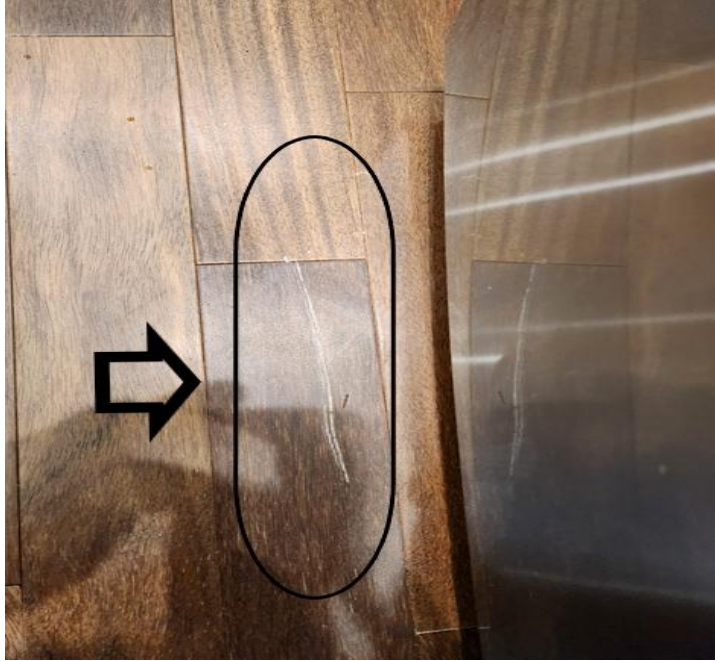


Warning

Damaged Property and Unit

Property damage

Some cases of property damage are shown below



Ensure when pulling units out that the floor is clear from debris. Always inform the customer of any issues or concerns you maybe have, and if you feel uncomfortable removing a unit, please don't.



When handling parts or units in low-clearance homes, ensure you don't lift anything too high that could cause damage to the ceiling.



If any damage is present make sure to contact tech support immediately along letting a supervisor know.

Unit Damage

Some cases of property damage are shown below



If any parts are disassembled while servicing the unit, please be careful when placing them inside any drainage. As shown above, some of the working parts from the ice tray fell inside the garbage disposal and damaged it.



Ensure the workspace is free from any objects that can cause an accident. Every technician must wear gloves during each repair to avoid injury. The image above shows the cavity of a refrigerator being damaged after replacement door being dropped.



Ensure that you handle each part carefully. As shown above, the door was removed too many times and caused other parts of the unit to be damaged.

A few key points to ensure a damage-free ticket

- You must be careful while removing any appliance.
- If the unit installation prevents you from removing it, do not try, as this may risk damaging the unit.
- Ensure to take pictures of the work area before and after each repair.
- Any damages must be reported immediately.
- You must have the liability form signed.
- When failing to have the liability form signed, you must explain why and call Tech Support to report those issues.
- Failure to comply with company policies will result in a Written Warning. Further violations may lead to disciplinary action by management, up to and including Termination.

WARNING

- Please do not touch anything if it is not necessary from the customer's property.
- Please do not untighten or disconnect house lines if any secondary safety valves are installed.
- Please take pictures before and after where you touch the area.
- Please double-check the area before and after the service.
- If any incident happens and is not reported to HSN immediately, HSN will not be responsible for any property damages or the units.