

TO 8185/4  
JUL 18 1986-01:38PM CDT

FROM 490-CHGO IL/7334  
JUL 18-12:12PM CDT

D/698 REPAIR PARTS

RE: HOLD DOWN BRACKETS FOR FREE STANDING RANGES

ALL SOURCE 119 RANGES (21", 24", AND 36" SIZES) ARE CURRENTLY BEING SHIPPED WITH A "HOLD DOWN BRACKET." THIS BRACKET IS INTENDED TO PREVENT THE RANGE FROM TIPPING OVER DUE TO CUSTOMERS MISUSE (PRIMARILY STANDING OR LEANING ON THE OPEN OVEN DOOR).

SELLING PERSONNEL ARE BEING INSTRUCTED TO INFORM EACH CUSTOMER WHO PURCHASES ONE OF THESE RANGES THAT THE BRACKET IS INCLUDED AND SHOULD BE INSTALLED. SELLING PERSONNEL WILL ALSO ADVISE THE CUSTOMER THAT INSTALLATION OF THE BRACKET OR INSTALLATION OF THE RANGE INCLUDING THE BRACKET IS AVAILABLE FROM SEARS.

INSTALLATION OF THE BRACKET WILL BE VERY SIMPLE IN MOST CASES. THERE WILL BE EXCEPTIONS SUCH AS CONCRETE SLABS AND CERAMIC TILE FLOORS. INSTALLATION OF THE BRACKET AT THE TIME OF DELIVERY OR INSTALLATION SHOULD REQUIRE VERY LITTLE ADDITIONAL TIME.

WHEN SERVICE IS ASKED TO INSTALL THE HOLD DOWN BRACKET ONLY AS A FOLLOW-UP TO DELIVERY OF THE RANGE, IT SHOULD BE HANDLED AS A PAR PRICING "C" CODE. WHEN SEARS SERVICE IS SCHEDULED TO INSTALL THE RANGE THE "HOLD DOWN BRACKET" IS TO BE A PART OF THE INSTALLATION AND THE TOTAL CHARGE SHOULD BE A "G" CODE.

INSTALLATION SHOULD CONSULT WITH THEIR INSTALLERS KEEPING IN MIND THE SIMPLICITY OF THE INSTALLATION AND THEN REVISE OR ISSUE NEW RATES AS REQUIRED.

WHERE DELIVERY IS BEING PERFORMED BY SEARS PERSONNEL OR WHERE LOCAL UNION CONTRACTS, LICENSING, PERMITS, ETC. ALLOW, THE POSSIBILITY OF THIS BRACKET BEING INSTALLED AT THE TIME OF DELIVERY SHOULD BE EXPLORED.

ADVISE YOUR STORE OR GROUP OPERATING AND MERCHANDISING PERSONNEL SO THAT SELLING PERSONNEL CAN ACCURATELY INFORM OUR CUSTOMERS OF THE COSTS AND ARRANGEMENTS FOR HAVING THIS BRACKET INSTALLED.

A SIMILAR BRACKET OR SOME OTHER SOLUTION WILL BE PROVIDED WITH SOURCE 911 RANGES IN THE NEAR FUTURE. WE WILL NOTIFY YOU WHEN THIS IS EFFECTIVE. THE SAME ARRANGEMENTS MUST BE MADE FOR THESE RANGES.

THIS TELEGRAM IS BEING SENT TO:

ALL SERVICE MANAGERS  
ALL INSTALLATION MANAGERS  
ALL CENTRAL SERVICE MANAGERS  
ALL GROUP SERVICE MANAGERS  
ALL GROUP INSTALLATIONS MGRS.

S11726

Sears 14442