

QAR - Frequently Asked Questions

Question: : How can I verify that the field employee is approved by NV Energy?

Answer: The technician will be in uniform and represent Maroma Energy Services

Question: How can I check the age of my appliance?

Answer: Collect the serial number for your refrigerator and/or dryer as described in the answer above. Using this information, you can visit [appliance411.com](https://www.appliance411.com) to determine the age of your appliance.

1. Who should I contact if there is an issue with my appliance?

Appliances provided through the program come with a limited one-year manufacturer's warranty. For warranty support, please contact Maroma Energy Services at 702-997-0022 Ext. 110

2. How long does it take to receive my appliance after approval?

Once approved, you can expect your appliance installation to be completed within 6-10 weeks from the date of approval.

3. Can I submit multiple applications?

Yes, customers may apply multiple times. In some cases, appliances may need to reach a certain age before they qualify for replacement, while in other instances, customers may wait until their appliance no longer functions. We recommend consolidating requests whenever possible, but we understand that special circumstances may be required otherwise.

4. Are stove replacements available?

Currently, stove replacements are not included in the program.

6. Where can I find product specifications?

To view available product specifications, please [\[click here\]](#). Please note that brands and models may vary depending on inventory.

7. Can I choose a specific color or brand for my appliance?

Unfortunately, specific color or brand requests cannot be accommodated. Our inventory is predetermined, and we are unable to make modifications based on individual preferences.

8. Does the appliance I am receiving come with a warranty?

Yes! Your new appliance(s) comes with a one-year warranty from the date of delivery. The warranty guarantees a repair or swap, depending on the issue. For assistance, contact Maroma Energy Services at 702-997-0022 Ext. 11

9. I have a mobile home, what is the best sized fridge?

Customers with mobile homes often have limited space. For this reason, we recommend the 16 cu. ft. refrigerator. You are welcome to apply for the larger 18 cu. Ft. Refrigerator, if your space can accommodate it.

10. I own a mobile home, but I do not own the land. Do I still qualify?

Yes!

11. I am a renter. The appliances were here when I moved in. Do I still qualify?

Yes, if the appliances are owned by the apartment building, they must remain with the apartment when you move. However, if you moved in with your own appliances, you will retain ownership of them when you move.

12. I am unhappy with the new appliance I received. Can you bring my old one back?

Regrettably, this is an exchange program. Upon delivery of the new appliance, you will be required to sign an agreement confirming that we will recycle the old appliance.

13. I am the owner or landlord of a property, and my tenant is requesting to participate in your program. Do I need to pay anything?

This is a free program; however, please note that rents will not be increased due to the provision of new appliances. Additionally, once the one-year warranty expires, you will be responsible for the maintenance and upkeep of the unit.

14. Do you replace compact fridges?

We are able to make exceptions based on customer need. Please contact us at qar@nvenergy.com for further information.

15. Does the refrigerator come with an icemaker?

Unfortunately, the refrigerators we provide do not come equipped with an icemaker.

16. What is a community partner?

Community partners are public assistance programs such as United Way, Care Chest, and the Las Vegas Urban League. A full list of partners can be found [here](#). If you participate in any of these

programs or receive assistance, a representative from the program may verify your income on your behalf, eliminating the need for you to provide proof of income directly.

17. Can someone help me fill out my application?

Please email us at qar@nvenergy.com for assistance.

18. Someone I know applied after me but got their appliance before me. Isn't this program first come, first served?

While the QAR program does aim to serve participants efficiently, it is not strictly "first come, first served." Various factors can affect the timing of appliance delivery, such as appliance availability, delivery routing, and weather. Certain applicants may qualify for expedited service based on urgent needs or other program priorities. If you believe there has been an unusual delay in your application, it's a good idea to reach out to the program for an update on your status.

19. How can I verify that the field employee is approved by NV Energy?

The technician will arrive in a truck labelled Maroma Energy Services. You can contact Maroma Energy Services at 702-997-0022 Ext. 110 to verify an individual's identity.

19. I am badly in need of my appliance replacement. Can you expedite the delivery?

We understand certain circumstances may require expedited delivery. Please contact us at qar@nvenergy.com so we can review your situation.

20. I am excited about my new appliance! How do I prepare for the delivery?

Please ensure the area around the appliance being replaced is clear of clutter or other items. Do not dispose of your existing appliance, as our installers will handle its removal and recycling. If replacing a washer, disconnect the water lines and hoses before their arrival. Our installers will provide a delivery timeframe, so refrigerators should be emptied, and other appliances being replaced should not be in use when they arrive.

21. I am elderly or disabled and cannot move my appliance, will you assist?

Our installers will handle all appliance moving for you. They will also allow time for you to sweep the area where the old appliance was before placing the new one. Our team is patient and ready to provide any additional assistance you may need.

22. The LG refrigerator you provided does not work!

There is a time delay after installation for the compressor to turn on and operate normally, which could take up to an hour. If your refrigerator does not function at that time, please contact Maroma.

23. The technicians said they could not install the dryer because of the plug. What does that mean?

The plug at your home must be 220 volts for the dryer. You will need to contact a professional to do this repair. Please contact us once the repair has been completed.

24. I only have a mini fridge. Can you replace that?

Unfortunately, we are unable to replace refrigerators with less than 10 cu. Ft large for recycling purposes.

Pre Installation Checklist

Below are the pre-installation requirements for our customers. We provide these instructions during the scheduling phone call and again 30 minutes prior to our arrival:

Refrigerator/Freezer Installation

- Ensure the path to and around the appliance is clear.
- Installers will call 30 minutes before arrival to allow time for emptying the refrigerator.
- The water line/ice maker should be disconnected prior to arrival.
- Verify the age and specifications of appliance

Washer Installation

- Ensure the path to and around the appliance is clear.
- Disconnect the hoses beforehand.
- Verify the water drain box is accessible.
- Ensure the washing machine valves are free of corrosion.
- Verify the age and specifications of appliance

Dryer Installation

- Ensure the path to and around the appliance is clear.
- Verify the age and specifications of appliance

DI Measures (Fixture/Television Installations)

- Ensure the path to and around fixtures and televisions is clear.

Thank you for your cooperation in helping us ensure a smooth and efficient installation process!

Appliance Sizes

Smaller size- 16cu-17.5 cu; Larger size- 18 cu-18.3 cu