

- ① USA Limited Warranty
- ① CDN Limited Warranty/  
Garantie Limitée
- ① MX Póliza de Garantía
- ① AUS Guarantee ① NZ
- ① PL Gwarancja
- ① EXP Guarantee

# LIMITED WARRANTY-RESIDENTIAL APPLIANCES USA

---

## What Does This Warranty Cover?

Miele Inc., a Delaware corporation (hereinafter "Miele"), warrants to the original purchaser (the "Miele Customer") of the Miele product (the "Miele Product"), who purchased his or her appliance from a distributor or dealer authorized by Miele ("Authorized Miele Dealer"), that this Miele Product, including any of its original accessories, is free of defects in material and workmanship, subject to the terms and conditions set forth herein.

## Where Is This Warranty Valid?

This Warranty is only applicable, if the Miele Product was installed in the United States of America ("U.S.") or Puerto Rico by an installer authorized by Miele ("Authorized Miele Installer"), and the Miele Product remains within the U.S. or Puerto Rico, and shall be null and void in any other U.S. territories and possessions, or in countries other than the U.S. Verification of purchase date and authorized installation shall be required before warranty service is performed.

## When Does the Warranty Expire?

### Residential Miele Products:

#### All Appliances

One (1) Year Warranty - Any warranty claims for residential Miele Products must be received by Miele within one (1) year from the date of purchase. The Warranty covers defects in material or workmanship. If the Miele Product was properly installed and registered by an Authorized Miele Installer, this Warranty will be extended for an additional (1) year, except in the instance of residential washing machines and dryers. The warranty on properly installed and registered (by an Authorized Miele Installer) residential washing machines and dryers will be extended for an additional four (4) years.

#### RemoteVision® Modules:

Please refer to Miele's "Limited Warranty - RemoteVision® Module - USA".

### Additional 5 and 10 Year Limited Warranty on Sealed Refrigeration Systems:

The Warranty for the Sealed Refrigeration System includes all original compressors, condensers, evaporators, driers, the original refrigerant and the original connecting tubing.

**Five (5) Year Warranty** - If a claim regarding a defect in material or workmanship relating to the Sealed Refrigeration Systems used in Miele Refrigerators, Wine Coolers, and Freezers is received by Miele within five (5) years from the date of purchase, then any warranted failures of the Sealed Refrigeration System shall be repaired at no cost to you (including parts & labor).

**Ten (10) Year Warranty** - If a claim of such a defect is received at any time during the period starting from the sixth (6th) year and ending on the last day of the tenth (10) year after the date of purchase, this Warranty shall cover the replacement or repair of all parts of the Sealed Refrigeration System covered by the Warranty that is found to be defective in material or workmanship but shall not include labor. Upon request, such labor shall be provided by Miele and at the customary charge to the Miele Customer.

## How to Register?

Miele Products may be registered online at <http://www.miele.com> or by filling out a Warranty Card and mailing it to Miele, Inc., 9 Independence Way, Princeton, N.J. 08540.

## What if Repair is impossible?

If Miele determines that the warranted repair of any Miele Product is impossible, the Miele Product shall, at Miele's discretion, either be replaced or refunded.

## What is not covered by this Warranty?

This Warranty does not cover:

- Damage or defects caused by, or resulting from, repairs, service, conversion or alterations to the Miele Product or any of its parts and accessories which have been performed by service centers or repairmen not authorized by Miele; damage or defects caused by negligence, improper installation, accident, abuse, misuse, power interruptions, power surges, floods, natural disasters, or force majeure; or improper maintenance of the Miele Product or its parts or accessories.

# LIMITED WARRANTY-RESIDENTIAL APPLIANCES USA

---

- Direct, indirect or consequential damages, losses or other costs and expenses resulting from any spoilage of any items stored in a Miele refrigeration system, including refrigerators, wine coolers and freezers, whether they be food, medicine, or otherwise, or damage to or destruction or loss of clothing or other textiles, dishes, china, flatware or other items placed in a Miele Product. Ordinary wear and tear shall not be considered a defect in workmanship or materials. Consumable items such as water filter cartridges are also not covered under this Warranty.
- Miele Products that are not used exclusively for personal, family or household purposes.
- Miele Products used commercially.
- Vacuum cleaners.
- Miele Products covered by "Extended Warranties" which are sold separately by dealers or distributors.

## Exclusion of Other Warranties

Any express or implied warranties with respect to the Miele Product are limited in their duration to the term of the limited Warranty provided herein, including without limitation any warranty of merchantability or fitness for a particular purpose.

## Limitation of Liability for Special, Incidental, Consequential or Punitive Damages

Miele specifically disclaims any and all liability, whether directly or by way of indemnity, for special, incidental, consequential, punitive or exemplary loss or damage, including as a result of food spoilage or damage to or destruction or loss of clothing or other textiles, dishes, china, flatware or other items placed in a Miele Product or other consequences of any defect in materials or workmanship (including loss or damage to property, personal injury or death), whether based on breach of contract, tort, strict or product liability, or any other legal theory.

## Dispute Resolution

If the Miele Customer is not satisfied with the warranty service, he or she must submit a claim in writing to Miele's Dispute Settlement Representative at Miele, Inc., 9 Independence Way, Princeton, N.J. 08540. The written notice must include the model and serial number of the Miele Product, the Authorized Miele Dealer from which the Miele Product was purchased, the Authorized Miele Servicer Provider who performed the warranty service, the purchase date, a detailed description of the problem and the address at which the Miele Customer can be reached. Miele is committed to review each such notice promptly and thoroughly and to respond to the Miele Customer in order to settle such dispute. Any decision is not binding. The Miele Customer is free to initiate an action or proceeding; however, under federal law, no such lawsuit may be initiated unless and until the dispute settlement procedures outlined in this Warranty have been exhausted. Any warranty claims shall be governed by the laws of the State of New Jersey and shall be subject exclusively to the jurisdiction of the courts located in Mercer County, New Jersey. If Miele prevails, Miele shall be entitled to reimbursement of all costs and expenses, including attorney's fees, from the Miele Customer.

## Special State Laws

This limited Warranty gives the Miele Customer specific legal rights; In addition, the Miele Customer may have other rights, which may vary, from state to state.

## Extended Warranty

In addition to this Warranty Miele Customers can purchase an extended warranty. For more information, please visit Miele's website at <http://www.miele.com>.

## How to Obtain Warranty Service for the Miele Product?

If during the relevant warranty period the Miele Customer finds the Miele Product to be defective in material or workmanship and the failure is promptly and timely reported to Miele in accordance with this Warranty, an authorized Miele service agent ("Authorized Miele Service Agent") shall be dispatched to determine whether the Miele Product is defective and, if the Miele Product is defective and covered by this Warranty, shall, if possible, repair, or make arrangements for the repair of, the Miele Product at no cost to you (including parts & labor). Miele reserves the right to charge for exceptional transportation costs (e.g., ferries, plane trips or mileage in excess of 75 miles) as appropriate.

For service under this Limited Warranty or for product information, please contact Miele Technical Service at [Techservice@mieleusa.com](mailto:Techservice@mieleusa.com) or by calling 800-999-1360.

Effective Date: June 1, 2008

## Limited Warranty for Professional / Commercial Products

### What the Warranty covers and for what period the coverage extends

Miele Inc. (hereinafter "Miele") warrants to the original purchaser of this product, living in the United States of America or Puerto Rico, who purchased their appliance from a Miele authorized distributor or dealer:

- a. that this product, including all of its Miele authorized accessories, is free of defects in material and workmanship.
- b. that this product, if found to be defective within the stated warranty period, will be repaired free of charge to the consumer (both parts and labor) by an Authorized Miele service agent, provided the failure is reported directly to Miele.

The warranty period is one year from the date of purchase. If this Professional Appliance shall be used in a residential application, the warranty period will be extended by an additional one year provided the product is properly installed and registered by an Authorized Miele installer. Thereafter this Limited Warranty shall be null and void.

### What Miele will do to correct problems

Within the stated time period, Miele will repair or replace, at its option, the product or any Miele authorized part or accessory determined by Miele to be defective in workmanship or material.

### What is not covered by this Warranty

This Warranty does not cover damage or defects caused by or resulting from repairs, service or alterations to the product or any of its parts or accessories which have been performed by service centers or repairmen not authorized by Miele, or damage or defects caused by negligence, accident, abuse, misuse, improper or abnormal installation, use or maintenance of the product, its parts or accessories. Ordinary wear and tear shall not be considered a defect in workmanship or materials.

### Exclusion of Other Warranties

Except for the limited warranty provided herein, Miele disclaims any and all other express or implied warranties with respect to the product, any warranty of merchantability or fitness for a particular purpose is limited in its duration to the term of the limited warranty provided herein.

### Limitation of Liability for Special, Incidental or Consequential Damages

Miele specifically disclaims any and all liability, whether directly or by way of indemnity, for special, incidental, consequential or other damages, whether based on breach of contract, tort, strict or products liability, or any other legal theory.

### Special State Laws

This Limited Warranty gives you specific legal rights, you may have other rights which vary from state to state.

### Service

For service under this Limited Warranty, or for information you may need about the product, contact Miele Technical Service at 1-800-999-1360.

## Limited Warranty for Vacuum Cleaners

### What the Warranty covers and for what period the coverage extends

Miele, Inc. (hereinafter "Miele") warrants to the original purchaser of this product, living in the United States of America, who purchased their vacuum from a Miele authorized distributor or dealer:

- a. that this product, including all of its Miele authorized parts is free of defects in material and workmanship.
- b. that this product, if found to be defective within the stated warranty period, will be repaired free of charge to the consumer (both parts and labor) by an authorized Miele service agent.
- c. The warranty period for vacuum cleaners and accessories, excluding vacuum cleaner motors, is one (1) year from the date of purchase. For vacuum cleaner motors, the warranty period will be as follows:
  - Vacuum motors for S170 - S189 products will be covered for two (2) years from the date of purchase
  - All other upright vacuum cleaners will be covered for seven (7) years from the date of purchase
  - Canister vacuum cleaners equipped with a Miele Vortex Motor<sup>LM</sup> will be covered for seven (7) years from the date of purchase

Vacuum cleaners used for commercial purposes, except for their motors, will be warranted for a period of six (6) months from the date of purchase. The motors of commercially used upright vacuums will be warranted for one (1) year and the motors of **all other** commercially used vacuum cleaners will be warranted for two (2) years. Thereafter this Limited Warranty shall be null and void.

This warranty only applies while the product remains within the United States, and shall be null and void in any other US territories, possessions, or foreign countries.

### What is not covered by this Warranty

This warranty does not cover damage or defects caused by or resulting from repairs, service or alterations to the product or any of its parts or accessories which have been performed by service centers or repairmen not authorized by Miele, or damage or defects caused by negligence, accident, abuse, misuse, improper or abnormal usage or maintenance of the product, its parts or accessories. Ordinary wear and tear shall not be considered a defect in materials or workmanship.

### Exclusion of Other Warranties

Except for the limited warranty provided herein, Miele disclaims any and all other express warranties with respect to the product. Any warranty of merchantability or fitness for a particular purpose is limited in its duration to the term of the limited warranty provided herein.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

### Limitation of Liability for Special, Incidental or Consequential Damages

Miele will assume no liability, or other obligation with respect to any personal injury or property damage resulting from the use of a vacuum cleaner, or its accessories, replacement parts, etc., which has not been purchased from, or serviced by an Authorized Miele Dealer. Any purchaser who obtains a vacuum cleaner, accessories, replacement parts, etc. from someone other than an Authorized Miele dealer proceeds at their own risk.

Miele specifically disclaims any and all liability, whether directly or by way of indemnity, for special incidental, consequential or other damages, whether based on breach of contract, tort, strict or product liability, or any other legal theory.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

### Special State Laws

This Limited Warranty gives you specific legal rights; you may have other rights, which vary, from state to state.

### Service

For service under this Limited Warranty, or for information you may need about the product, please contact Miele at the US address listed on the back of this booklet, or visit us at [www.miele.com](http://www.miele.com).

### Authorized Miele Dealers

To find an authorized Miele dealer in your area, please visit our website [www.miele.com](http://www.miele.com).

# WARRANTY INFORMATION

---



Model No.: \_\_\_\_\_ Serial No. of machine: \_\_\_\_\_

Miele warrants this product to be free from defects in material and workmanship. As per our stated warranty, Miele will cover material and labor under the warranty guidelines at no cost to you.

Delivery Date: \_\_\_\_\_

Installed Date: \_\_\_\_\_

Purchased from: \_\_\_\_\_

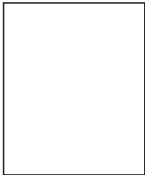
**Retain this information for your records.**

## Introducing *MieleCare*

**MieleCare**, our Extended Service Contract program for residential appliances, gives you the assurance of knowing that your appliance investment is covered by 5 years of worry free ownership. **MieleCare** is the only Extended Service Contract in the industry that guarantees repairs by a Miele Authorized Service Provider using genuine Miele parts. Only genuine Miele parts installed by factory trained professionals can guarantee the safety, reliability, and longevity of your Miele appliance.

To learn more about **MieleCare** Extended Service Contracts, please contact your appliance dealer or visit us online at:  
<http://store.miele.com>.





**Information request**

Please send me the following information free of charge and without obligation.

(Check the items you are interested in):

- Miele washing machines, tumble dryers and rotary irons
- Miele Dishwashers
- Miele Vacuum cleaners
- Miele Cooking appliances
- Miele Professional appliances (for Commercial use)
- Disinfecting and cleaning in hospitals, clinics and laboratories
- MieleCare Extended Service Contract

Miele, Inc.  
9 Independence Way  
Princeton, NJ 08540

## The following warranty conditions are valid in Canada only.

Miele Limited, (hereinafter "Miele") warrants to the original purchaser that this product, including all of it's Miele authorized parts and accessories, is free of defects in material and workmanship

### I. Commencement and Duration of Warranty

1. This warranty is valid during the following time period:
  - a) Domestic appliances in normal, non-commercial, household use:
    - One (1) year. Parts and labour.
    - RemoteVision® Modules: Please refer to Miele's "Limited Warranty - RemoteVision® Module - Canada".
    - Additional 5 and 10 Year Limited Warranty on Sealed Refrigeration Systems: The Warranty for the Sealed Refrigeration System includes all original compressors, condensers, evaporators, driers, the original refrigerant and the original connecting tubing.
    - Five (5) Year Warranty - If a claim regarding a defect in material or workmanship relating to the Sealed Refrigeration Systems used in Miele Refrigerators, Wine Coolers, and Freezers is received by Miele within five (5) years from the date of purchase, then any warranted failures of the Sealed Refrigeration System shall be repaired at no cost to you (including parts & labour).
    - Ten (10) Year Warranty - If a claim of such a defect is received at any time during the period starting from the sixth (6th) year and ending on the last day of the tenth (10th) year after the date of purchase, this Warranty shall cover the replacement or repair of all parts of the Sealed Refrigeration System covered by the Warranty that is found to be defective in material or workmanship but shall not include labour. Upon request, such labour shall be provided by Miele and at the customary charge to the Miele Customer.
  - b) Domestic appliances in commercial use:
    - Six (6) months, for products used commercially. Parts and labour.
  - c) Vacuums in normal, non-commercial, household use:
    - One (1) year, upright and canister vacuums. Parts and labour.
    - Two (2) years, motor for S170 - S189 upright units. Parts and labour.
    - Seven (7) years, Vortex™ motor for canister and upright units, except S170 - S189 upright units for which the motor warranty is two (2) years. Parts and labour.
  - d) Vacuums in commercial use:
    - Six (6) months, for products used commercially. Parts and labour.
    - One (1) year for motor for canister and upright models. Parts and labour.
  - e) Commercial appliances.
    - One (1) year. Parts and labour.
2. The warranty commencement date is the date of purchase from an authorized Miele dealer. In the event that this appliance is replaced by Miele, the original warranty period is not extended.

### II. Warranty Preconditions

Miele assumes warranty responsibility subject to the following preconditions having been fulfilled:

1. The appliance was purchased from an authorized Miele dealer or distributor in Canada.
2. The appliance was installed by a person qualified to do so and in accordance with the applicable installation instructions.
3. The appliance is located in Canada.

Warranty claims will only be honoured provided that any failure to conform to this warranty is reported in writing or the product is returned together with proof of purchase date to Miele or to a Miele authorized dealer within the time period stated in **I.** above.

### III. Extent of Warranty

1. In the event of defect in material or workmanship occurring within the time period stated in **I.** above, Miele will repair, or at its option replace, within a reasonable period of time, the product or any Miele authorized part or accessory discovered to be defective in workmanship or materials. Defective products and parts become the property of Miele upon replacement.
2. The remedies described above are the purchaser's sole remedies in the event of any breach of the warranty provided above. Miele disclaims any and all liability, consequential or other damages, whether based on breach of contract, tort, strict or products liability or any other legal theory.

## IV. Warranty Exclusions

1. This warranty does not cover defects or damage caused by:
  - a) Improper installation of the products, parts or accessories.
  - b) Negligence, accident, abuse, misuse, improper or abnormal usage, maintenance or transportation.
  - c) Repairs, service, alterations or damage to this product or any of its parts or accessories which have been performed by unauthorized service centres or technicians.
2. Use of non-authentic Miele accessories or replacement parts, like filters, dust bags, etc. voids the warranty.
3. Ordinary wear and tear shall not be considered a defect in workmanship or materials.

## V. Other

### 1. Exclusion of other warranties

The foregoing warranty is the sole warranty offered by Miele. Miele disclaims any and all other express warranties with respect to the product, and any warranty of merchantability or fitness for a particular purpose is limited in its duration to the duration of this written limited warranty.

### 2. Special Provincial laws

This warranty gives the purchaser specific legal rights. The purchaser may also have other rights which vary from Province to Province. Some provinces do not allow limitation or exclusion of implied warranties; therefore, these limitations and exclusions may not apply.

### 3. Service

For service under this warranty or for further information please contact Miele at:

#### **Miele Limited Headquarters and Showroom**

161 Four Valley Drive  
Vaughan, ON L4K 4V8  
Canada

Phone: 800-643-5381  
905-660-9936  
Fax: 905-532-2290

www.miele.ca  
info@miele.ca (general enquiries)  
professional@miele.ca (commercial enquiries)

#### **MieleCare National Service**

Phone: 800-565-6435  
905-532-2272  
Fax: 905-532-2292

customercare@miele.ca (technical enquiries)

## Les conditions de la garantie suivante sont valides au Canada seulement.

Miele Limitée, (ci-après nommée "Miele") garantit à l'acheteur original que ce produit, y compris tous ses accessoires et pièces autorisés par Miele, est libre de tout défaut de matériel et de fabrication.

### I. Entrée en vigueur et durée de la garantie

1. Cette garantie est valide durant la période de temps suivante :
  - a) Appareils électroménagers aux fins d'utilisation domestique normale et non commerciale :
    - Un (1) an, pièce et main-d'œuvre.
    - Modules RemoteVision® : Veuillez vous reporter à la "Garantie restreinte - Module RemoteVision® - Canada" de Miele.
    - Garantie supplémentaire de 5 et 10 ans sur les systèmes scellés de réfrigération : la garantie sur le système scellé de réfrigération couvre tous les compresseurs, les condensateurs, les évaporateurs et les déshydrateurs-filtres d'origine, ainsi que le fluide frigorigène et les tuyaux de raccordement d'origine.
    - Garantie de cinq (5) ans - Si une plainte concernant un matériau défectueux ou un défaut de fabrication lié au système scellé de réfrigération utilisé dans les réfrigérateurs, les caves à vin et les congélateurs Miele est adressée à Miele dans les cinq (5) ans suivant la date d'achat de l'appareil, les défauts du système scellé de réfrigération couverts par la garantie seront réparés gratuitement (pièces et main-d'œuvre comprises).
    - Garantie de dix (10) ans - Si une plainte concernant les défauts susmentionnés est adressée à Miele à partir de la sixième (6<sup>e</sup>) année et jusqu'au dernier jour de la dixième (10<sup>e</sup>) année suivant la date d'achat de l'appareil, la garantie couvrira le remplacement ou la réparation de tous les éléments du système scellé de réfrigération présentant un défaut matériel ou un défaut de fabrication couvert par la garantie, excepté les frais de main-d'œuvre. Si le client en fait la demande, Miele se chargera de la réparation ou du remplacement des pièces, mais aux frais du client.
  - b) Appareils électroménagers aux fins d'utilisation commerciale :
    - Six (6) mois, pour les produits à utilisation commerciale. Pièces et main-d'œuvre.
  - c) Aspirateurs destinés à une utilisation domestique, non commerciale dans des conditions normales :
    - Un (1) an, pièces et main-d'œuvre, pour les aspirateurs verticaux et les aspirateurs-traîneaux.
    - Deux (2) ans, pièces et main-d'œuvre, pour le moteur des aspirateurs verticaux S170 - S189.
    - Sept (7) ans, pièces et main-d'œuvre, pour le moteur Vortex™ des aspirateurs-traîneaux, excepté pour les modèles d'aspirateurs verticaux S170-S189 dont le moteur est garanti deux (2) ans.
  - d) Aspirateurs aux fins d'utilisation commerciale :
    - Six (6) mois, pour les produits à utilisation commerciale. Pièce et main-d'œuvre.
    - Un (1) an, pour le moteur des aspirateurs verticaux et des aspirateurs-traîneaux. Pièces et main-d'œuvre.
  - e) Appareils commerciaux.
    - Un (1) an, pièces et main-d'œuvre.
2. La date d'entrée en vigueur de la garantie est la date d'achat du produit d'un marchand Miele autorisé. Si cet appareil électroménager est remplacé par Miele, la période de garantie originale ne sera pas prolongée.

### II. Conditions pour la garantie

Miele assume la responsabilité en vertu de la garantie à la condition que les conditions suivantes aient été respectées :

1. L'appareil a été acheté d'un marchand ou d'un distributeur Miele autorisé au Canada.
2. L'appareil a été installé par une personne qualifiée pour le faire, conformément aux instructions pour l'installation en vigueur.
3. L'appareil est installé au Canada.

Les réclamations en vertu de la garantie seront acceptées uniquement si tout manquement de conformité à cette garantie est rapporté par écrit ou si le produit est retourné à la compagnie Miele ou à un marchand Miele autorisé, accompagné d'une preuve de la date d'achat, durant la période de temps indiquée dans la clause I. ci-dessus.

### III. Étendue de la garantie

1. Dans le cas d'un défaut de matériel ou de fabrication se produisant durant la période indiquée dans la clause I. ci-dessus, Miele réparera, ou remplacera, à son gré, dans une période de temps raisonnable, le produit ou tout accessoire ou pièce autorisé par Miele, jugé comme ayant un défaut de fabrication ou de matériel. Les produits et les pièces défectueux deviendront la propriété de Miele après leur remplacement.
2. Les recours décrits ci-dessus sont les seuls recours de l'acheteur dans le cas de n'importe quelle infraction aux conditions de la garantie décrites ci-dessus. Miele se désiste de toutes les responsabilités et de tous les dommages indirects ou autres, qu'ils soient basés sur une rupture du contrat, un acte dommageable extra-contractuel, une responsabilité stricte ou une responsabilité pour les produits ou sur toute autre théorie juridique.

## IV. Exclusions en vertu de la garantie

1. Cette garantie ne couvre pas les défauts ou les dommages causés par :
  - a) L'installation inadéquate des produits, pièces ou accessoires.
  - b) la négligence, un accident, l'abus, une utilisation inadéquate, une utilisation anormale ou inappropriée, l'entretien ou le transport.
  - c) Les réparations, l'entretien, les modifications ou l'endommagement de ce produit ou de n'importe quel de ses accessoires ou de ses pièces qui ont été effectués par des centres de service ou des techniciens non autorisés.
2. L'utilisation de pièces de rechange ou d'accessoires non fabriqués par Miele, tels que les filtres, les sacs à poussière, etc., annuleront la garantie.
3. L'usure normale ne sera pas jugée comme étant un défaut de fabrication ou de matériel.

## V. Autres

### 1. Exclusion de d'autres garanties

La garantie ci-dessus est la seule garantie offerte par Miele. Miele refuse toute autre garantie et toute garantie explicite relativement à ce produit, et toute garantie de mise en marché ou d'utilisation à une fin particulière est limitée à la durée de cette garantie limitée écrite.

### 2. Lois provinciales spéciales

Cette garantie octroie à l'acheteur des droits légaux particuliers. L'acheteur pourrait aussi avoir d'autres droits qui varient d'une province à l'autre. Certaines provinces ne permettent pas la limitation ou l'exclusion des garanties implicites; par conséquent, ces limitations et exclusions pourraient ne pas être valides.

### 3. Entretien

Pour obtenir du service en vertu de cette garantie ou de plus amples renseignements, veuillez communiquer avec la compagnie Miele à :

#### **Miele Limitée** **Siège social au Canada**

161 Four Valley Drive  
Vaughan, ON L4K 4V8  
Canada

Téléphone : (800)-643-5381  
(905)-660-9936  
Télécopieur : (905)-535-2290

www.miele.ca  
info@miele.ca (questions générales)  
professional@miele.ca (questions commerciales)

#### **Service à la clientèle – MieleCare (Canada)**

Téléphone : (800) 565-6435  
(905) 532-2272  
Télécopieur : (905) 532-2292  
customercare@miele.ca (Service technique)



Dealer's name and address  
Nom et adresse du détaillant

---

---

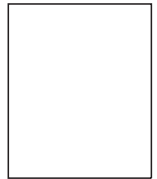
---

**Information request / Demande de renseignements**

Please send me the following information free of charge and without obligation.  
(Check the items you are interested in):

Veillez m'envoyer les renseignements suivants à titre gratuit et sans obligation.  
(Cocher les articles qui vous intéressent):

- Washing machines, dryers, rotary irons /  
Laveuses, sécheuses, fers à repasser rotatifs
- Dishwashers / Lave-vaisselle
- Cooking appliances / Appareils pour la cuisson
- Vacuum cleaners / Aspirateurs
- Professional appliances (for commercial use) /  
Appareils électroménagers professionnels  
(pour l'utilisation commerciale)



**Miele Limited**

161 Four Valley Drive  
Vaughan, ON L4K 4V8

**Warranty card**  
**Certificat de garantie**



Type of appliance \_\_\_\_\_  
Type de l'appareil \_\_\_\_\_

Serial No. of appliance \_\_\_\_\_  
No. de l'appareil \_\_\_\_\_

The Miele product as designated above is of perfect quality and functional design. Miele undertakes to rectify free of charge faults in material or production which are covered by the warranty.

Le matériel MIELE désigné ci-dessus est de première qualité et de construction éprouvée. Nous nous engageons à garantir tout défaut de matériel ou de fabrication dans le cadre des CONDITIONS DE GARANTIE.

Delivery/Installation date  
Date d'installation/Livraison

--	--	--	--	--	--

Day / Month / Year

Delivered/Installed by  
Livraison/Installation par

\_\_\_\_\_

\_\_\_\_\_  
Dealer Signature / Signature du détaillant

Please retain this information for your records.

Veuillez sauvegarder cette information pour vos dossiers.

## Lo que cubre la garantía y por que periodo se extiende:

Miele, S.A. de C.V. garantiza la compra original de este electrodoméstico marca Miele que el comprador con domicilio en los Estados Unidos Mexicanos haya realizado a un distribuidor autorizado, tienda o a la empresa misma de:

- Cualquier defecto en sus materiales, mano de obra y desempeño, incluyendo todas las partes y/o componentes autorizados Miele. Esta garantía sólo aplica mientras el electrodoméstico permanezca dentro del país y será nula en cualquier otro país.
- El periodo de garantía para el electrodoméstico, sus accesorios, partes y/o componentes, es de 2 años a partir de la fecha de compra. Los aparatos eléctricos y/o electrónicos para usos comerciales quedan garantizados por 6 meses, después de estos periodos la garantía será nula.

## Procedimiento para hacer efectiva la garantía:

Si este electrodoméstico resulta defectuoso y se encuentra dentro del periodo de garantía, el comprador deberá:

- Comunicarse al Departamento de Servicio Técnico (Centro de Servicio) de Miele indicado abajo.
- Si es necesario que un técnico de Miele revise el electrodoméstico, el comprador deberá presentar el electrodoméstico defectuoso en el Centro de Servicio abajo indicado y presentar la Poliza de Garantía debidamente sellada por el establecimiento que lo vendió. Esta garantía incluye los gastos de transportación del electrodoméstico razonablemente erogados que deriven de su cumplimiento dentro de la red de servicio de Miele.
- Los establecimientos en los Estados Unidos Mexicanos donde se puede hacer efectiva la garantía son los siguientes:

Miele, S.A. de C.V. - (German Centre; Local: 0-4-2)

Av. Santa Fé # 170 PB

Col. Lomas de Santa Fé

C.P. 01210 México, D.F.

Tel.: +52 (55) 8503 9870 ext. 106 -108 Fax: +52 (55) 8503 98 74

correo electrónico: servicio@miele.com.mx

## Lo que no cubre la garantía:

Esta garantía no cubre daños o defectos en los siguientes casos:

- Cuando el electrodoméstico se hubiese utilizado en condiciones distintas a las normales.
- Cuando el electrodoméstico no hubiese sido operado de acuerdo con las instrucciones y/o manual de uso que se la acompaña.
- Cuando el electrodoméstico hubiese sido alterado o reparado por personas no autorizadas por Miele.

## Exclusión de otras garantías:

Excepto por la garantía limitada ofrecida en este documento, Miele desconoce cualquier otra garantía expresa o implícita con respecto al electrodoméstico. Cualquier garantía de comercialización o propiedad para un propósito en particular, está limitada en su duración o término a la garantía limitada otorgada en este documento.

## Limitantes de responsabilidad para daños especiales, incidentales o consecuenciales:

Miele no asume ninguna responsabilidad o cualquier otra obligación con respecto a daño a personas o bienes que resulte del uso de algún electrodoméstico de nuestra marca o sus accesorios, partes, componentes, refacciones, etc., cuando dicho electrodoméstico, accesorios, partes, componentes, refacciones, etc., no hayan sido comprados a algún distribuidor, tienda, etc., autorizado por Miele. Cualquier compra de un electrodoméstico, accesorios, partes, componentes, refacciones, etc., de cualquier otro origen, distribuidor o tienda no autorizados será bajo el propio riesgo del comprador. Miele específicamente no se responsabiliza, directa o indirectamente, y desconoce cualquier daño incidental, especial o consecuencial o cualquier otro tipo de daño derivado de cualquier incumplimiento, agravio, falta de responsabilidad o de cualquier otra teoría legal.

## Leyes de los Estados Unidos Mexicanos:

Las limitaciones contenidas en la presente garantía limitada serán válidas en la medida en que lo permitan las leyes de los Estados Unidos Mexicanos.

## Servicios:

Para mayor información sobre cualquier aspecto relacionado con la presente garantía o con el electrodoméstico amparado por la misma, y para obtener partes, componentes, consumibles y accesorios, favor de contactar a:

Miele, S.A. de C.V. - (German Centre; Local: 0-4-2)

Av. Santa Fé # 170 PB

Col. Lomas de Santa Fé

C.P. 01210 México, D.F.

Tel.: +52 (55) 8503 9870 ext. 106 -108 Fax: +52 (55) 8503 98 74

correo electrónico: servicio@miele.com.mx



The following terms and conditions on the Miele Guarantee are applicable for Australia and New Zealand. Supplied to you is a quality appliance product assembled with care and skill for which Miele products are famous worldwide. In the unlikely event that a defect occurs on your Miele appliance product, we will replace and install the defective part free of charge, provided that the defect results solely from poor workmanship or materials and subject always to the terms of our guarantee.

## **I. Guarantee periods**

1. This guarantee is valid for the following periods only:
  - a ) Two (2) years, where the appliance product has been used solely for domestic, private or household purposes.
  - b ) One (1) year, where the appliance product has been used for any time whatsoever in trade or commerce i.e. in hotels, boarding houses, laundries, restaurants and food houses, housing estates and the like.
2. The period of this guarantee commences from the date of the appliance product's delivery to the original purchaser which must be entered on the guarantee card by the Miele Chartered Agent, Authorised Miele Dealer, or Authorised Miele Service Agent. Any replacements made under the terms and conditions of this guarantee do not in any way alter the terms and conditions of this guarantee.

## **II. Guarantee conditions**

Miele will guarantee appliance products which:

1. Have been purchased from one of its Chartered Agents or authorised distributors or dealers in Australia or New Zealand.
2. Have been properly installed by an authorised service agent or qualified tradesperson in Australia or New Zealand.
3. Have been retained in the exclusive possession and use of the original purchaser. Any re-sale of the appliance renders this guarantee null and void.
4. In relation to the carrying out of appliance warranty, vacuum cleaners are to be delivered to Miele premises by the consumer.
5. All components supplied by the sub-contractors are guaranteed only to the extent of any guarantee given by such subcontractor.
6. All claims must be immediately notified, upon the occurrence of any defect, to either a Miele Service Agent or to Miele Australia Pty.Ltd., or Steelfort Engineering Company Limited/New Zealand.

## **III. Guarantee cover**

1. Any liability of Miele in respect of, or in any way related to the appliance products will in so far as the same may legally be done be limited to the replacement of defective parts. Miele will replace and install defective parts, free of charge, provided that the defect results solely from poor workmanship or materials and subject always to the terms and conditions of this guarantee. These defective parts will be deemed to be the property of Miele.
2. Miele reserve the right to inspect and test the defective parts, the subject of any claim under this guarantee, for the purpose of determining the validity of any such claim and shall be entitled to require conclusive evidence that the defect is sole result of poor workmanship or materials within the terms of this guarantee.
3. While Miele attempt to have all necessary spare parts available for the purpose of work required by this guarantee, at times there may be delays due to unusual parts being required or circumstances beyond the control of Miele (e.g. shipping strikes).
4. Miele have a policy of assuring spare parts and service for all products for a period of not less than ten (10) years after product production has ceased. After that period the availability of spare parts and service will depend upon the particular product.

## IV. Exclusions from this Guarantee

1. This guarantee does not cover any defect caused by:
  - a) The faulty installation of the appliance product e.g. by the failure of any person to observe Miele's authorised installation instructions.
  - b) Misuse or abuse of the appliance product or failure to use it with proper care and for the purpose for which it is sold and in accordance with any specified instructions for use, e.g. the use of unsuitable detergents or lack of maintenance of the appliance product.
  - c) The deterioration of parts of the appliance product due to fair wear and tear such as V-belts, brake linings and rubber items and the like.
  - d) The appliance product's handling in transit, atmospheric conditions or by forces howsoever outside Miele's control.
  - e) Any repairs or modifications whatsoever carried out by any person, other than an authorised Miele Service Agent.
  - f) The use of any parts or accessories which have not been supplied by or specifically approved by Miele.
2. All warranties, conditions, liabilities or representations in relation to, inter alia, the quality or fitness of goods or services (other than any being or giving use to non-excludable rights under any laws of Australia or the states or territories thereof, or under any laws of New Zealand) which might but for this guarantee be implied herein by law or otherwise are hereby expressly negated and excluded.
3. Any other type of claim whatsoever, whether in respect of nullifications, depreciation, the replacement of the appliance, consequential loss howsoever arising as the result of any repairs carried out by a third party to the appliance product and claims in respect of damage to laundry are hereby expressly excluded from this guarantee.

# Warranty card



Model No.: \_\_\_\_\_ Serial of machine: \_\_\_\_\_

The Miele product as designated above is of perfect quality and functional design. Miele undertakes to rectify free of charge faults in material or production which are covered by the warranty.

Date of purchase: \_\_\_\_\_

Installed by  
(Name of installation company): \_\_\_\_\_  
stamp of company

\_\_\_\_\_  
signature of retailer

## Privacy Notice

The Buyer / Customer acknowledges that the personal information provided pursuant to this warranty will be collected by the Authorised Miele Agent (Agent) and by Miele Australia and used for the purpose of fulfilling all obligations under this warranty.

The Buyer also consents to this information being used by Miele Australia for the provision of marketing purposes. The Buyer also consents to the information being disclosed to mailing houses and market research companies to fulfil these purposes.

The Agent and Miele Australia acknowledge that the Buyer may access the personal information it collects pursuant to this warranty and may do so by request in writing to: The Privacy Officer at Miele Australia Pty. Ltd.  
Box 381, Ferntree Gully, VIC 3156,  
Tel: (03) 9764 7110, Fax: (03) 9764 7129  
or at our website: [www.miele.com.au](http://www.miele.com.au)



Retailer's name and address

---

---

---

**Info - Coupon**

Please send me the following information free of charge and without obligation.

(Tick the items you are interested in):

- Miele washing machines, tumble dryers and rotary irons
- Miele dishwashers
- Miele vacuum cleaners
- Miele built in appliances (ovens, microwave ovens, hobs, control units, cooker hoods)

**Miele-Professional for commercial use:**

- Washing, Drying and Ironing in commercial laundries
- Dishwashing in hotels, restaurants and other catering establishments
- Disinfecting and cleaning in hospitals, clinics, laboratories and surgeries



Miele Australia  
Pty. Ltd.  
Box 381

Ferntree Gully, VIC 3156

1. Producent zapewnia użytkownika, że w razie stwierdzenia w okresie gwarancji wady w urządzeniu zostanie ona bezpłatnie usunięta.
2. Okres gwarancji wynosi 24 miesiące i jest liczony od daty nabycia urządzenia, co musi być zaznaczone na karcie gwarancyjnej.
3. Wady ujawnione w okresie gwarancji będą usuwane przez uprawniony punkt serwisowy tylko po przedstawieniu przez Klienta łącznie: dowodu zakupu, poprawnie wypełnionej karty gwarancyjnej, kuponów serwisowych, wadliwego urządzenia.
4. Wady ujawnione w okresie gwarancji usuwane będą w terminie 14 dni roboczych od daty zgłoszenia w punkcie serwisowym i udostępnienia urządzenia. Wszelkie naprawy gwarancyjne należy dokonywać w uprawnionym punkcie serwisowym. Urządzenia takie jak odkurzacze muszą być dostarczane do punktu serwisowego do pozostałych urządzeń naprawę należy zgłaszać w punkcie serwisowym. Informacji o najbliższym punkcie serwisowym udzieli jednostka handlowa. W przypadku bezpodstawnego wezwania serwisanta do naprawy gwarancyjnej całkowite koszty ponosić będzie użytkownik.
5. Okres gwarancji ulega przedłużeniu o czas naprawy.
6. Urządzenie przeznaczone jest wyłącznie do eksploatacji w warunkach indywidualnego gospodarstwa domowego. Użytkowanie urządzenia powinno być zgodne z instrukcją użytkownika.
7. Karta gwarancyjna jest ważna, jeżeli posiada wpisaną datę sprzedaży potwierdzoną pieczęcią firmową jednostki handlowej. Karta Gwarancyjna wypełniona w sposób niepełny lub niepoprawnie, jest nieważna. Numer seryjny zakupionego urządzenia musi odpowiadać numerowi seryjnemu podanemu w karcie gwarancyjnej, a data sprzedaży musi być zgodna z datą wystawienia dowodu zakupu.
8. Naprawa gwarancyjna nie obejmuje czynności przewidzianych w instrukcji obsługi do wykonania których zobowiązany jest nabywca we własnym zakresie i na własny koszt oraz czynności konserwacyjnych i wymiany części posiadających określoną żywotność ( żarówki, bezpieczniki). Urządzenia wbudowane muszą być wyjęte z zabudowy.
9. Urządzenia wbudowywane w meble kuchenne muszą być montowane, instalowane i uruchamiane przez fachowców, co musi być potwierdzone na karcie gwarancyjnej i karcie uruchomienia.
10. Gwarancja nie obejmuje uszkodzeń urządzenia i wywołanych nimi wad wynikłych na skutek:
  - a) niewłaściwego transportu i innych zdarzeń powodujących mechaniczne uszkodzenia urządzenia,
  - b) pożaru, powodzi, wyładowań atmosferycznych i innych niekorzystnych warunków atmosferycznych czy też klęsk żywiołowych, jak również działaniem innych sił zewnętrznych,
  - c) działania czynników chemicznych,
  - d) niewłaściwego lub niezgodnego z instrukcją użytkowania, przechowywania, konserwacji,
  - e) niewłaściwej lub niezgodnej z instrukcją instalacji,
  - f) samowolnych napraw, przeróbek, zmian konstrukcyjnych.
11. Utrata gwarancji następuje w stosunku do urządzenia, w którym numery seryjne w jakikolwiek sposób zmieniono, zamazano lub zatarto albo, w którym stwierdzono przerwanie plomb.
12. Nabywcy przysługuje prawo wymiany urządzenia na nowe lub zwrot gotówki, jeżeli:
  - a) w okresie gwarancji uprawniony punkt serwisowy dokona 3 napraw i w urządzeniu wystąpi kolejna wada uniemożliwiająca jego użytkowanie potwierdzona przez uprawniony punkt serwisowy. Przez naprawę rozumie się wykonanie czynności o charakterze specjalistycznym właściwym dla usunięcia wady objętej gwarancją, nie zależnie od ilości wymienionych części przy jednej naprawie.
  - b) uprawniony punkt serwisowy stwierdzi na piśmie, że usunięcie wady powstałej z innej przyczyny niż określone w pkt. 9. nie jest możliwe,
  - c) naprawa nie zostanie wykonana w ciągu 14 dni od daty zgłoszenia lub w innym terminie, uzgodnionym pisemnie z nabywcą. Regulacja ta nie ma zastosowania w przypadku, gdy uprawniony punkt serwisowy w celu dokonania naprawy będzie zmuszony do zamówienia potrzebnej do naprawy części zamiennej u producenta i uprzedzi o tym nabywcę.
13. Wymienione urządzenie lub części stają się własnością gwaranta.
14. Wymianę urządzenia lub zwrot gotówki dokonuje jednostka handlowa, w której urządzenie zostało zakupione.
15. Urządzenie zwracane na podstawie uprawnienia wynikającego z punktu 11. warunków gwarancji powinno być kompletne, zabezpieczone fabrycznymi blokadami na czas transportu i opakowane. Do urządzenia powinny być dołączone: instrukcja użytkownika i karta gwarancyjna pod rygorem nieuznania reklamacji.
16. Ewentualne roszczenia nabywcy inne niż:
  - a) prawo do żądania usunięcia wady, zgodnie z postanowieniami niniejszej gwarancji,
  - b) prawo do wymiany urządzenia na nowe zgodnie z pkt.11 są wykluczone.
17. Niniejsza gwarancja nie wyłącza, nie ogranicza ani nie zawieszają uprawnień kupującego wynikających z niezgodności towaru z umową.
18. Uwaga! Nie będą wydawane duplikaty karty gwarancyjnej.

\_\_\_\_\_

nazwa urządzenia

\_\_\_\_\_

typ urządzenia

\_\_\_\_\_

nr seryjny urządzenia

Wyżej wymienione urządzenie jest wykonane w nienagannej jakości i nowoczesnej konstrukcji.

Miele zobowiązuje się do bezpłatnego usunięcia ewentualnych wad materiałowych lub fabrycznych zgodnie z załączonymi warunkami gwarancji.

data sprzedaży:

\_\_\_\_\_

stempel i podpis                      jednostki handlowej

uruchocono przez:

\_\_\_\_\_

Firma

\_\_\_\_\_

stempel i podpis

## Informacja dla jednostki handlowej (dokonującej uruchomienia):

Prosimy o podanie nazwy i dokładnego adresu na tylnej stronie karty uruchomienia i przesłanie tej karty do serwisu centralnego Miele.

Karta jednostki handlowej pozostaje u sprzedawcy (w firmie, która dokonała uruchomienia urządzenia).

## Informacja dla kupującego:

W przypadku gdy dokonali Państwo samodzielnie uruchomienia urządzenia Miele, uprzejmie prosimy o wypełnienie karty uruchomienia i przesłania jej na następujący adres:

**Miele Spółka z o.o.**  
ul. Gotarda 9  
02-683 Warszawa

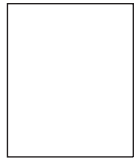


nazwa i adres firmy, która  
dokonała uruchomienia urządzenia:

---

---

---



**Miele Spółka z o.o.**  
ul. Gotarda 9  
02-683 Warszawa

## Guarantee Export (Countries without Miele subsidiaries)

### I. Conditions of Guarantee

Miele & Cie. will guarantee equipment which:

1. has been purchased from one of its authorised distributors or dealers or directly from the factory.
2. has been installed by an authorised service agent, in as far as necessary.

### II. Extent of guarantee

1. Miele & Cie. will replace free of charge, FOB German seaport/Free German delivery station/-border only, excluding transportation cost to another destination and other cost such as customs duty, labour cost etc. On special request by Miele defective components resulting from poor workmanship subject to the above conditions are to be returned to the factory at the expense of the owner. These components then automatically become the property of Miele & Cie.
2. The validity of any claim under the terms of this guarantee in respect of any defect covered by this guarantee is subject to an inspection of the parts concerned at the Miele factory.
3. This guarantee will not cover any fault or defect caused by:
  - a) Faulty installation, viz. the failure to observe the official installation instructions.
  - b) Misuse of the appliance, e. g. the use of unsuitable detergents or lack of maintenance.
  - c) The deterioration of components subject to normal wear and tear, such as V-belts, brake linings and rubber items, etc.
  - d) Damage caused as the result of handling during transit, atmospheric conditions or from forces outside our control, etc.
  - e) Repairs or modifications carried out by firms other than authorised Miele Service Agents or dealers.
4. Any other type of claim whatsoever, whether in respect of nullification, depreciation, the replacement of the appliance, financial recompense arising as the result of repairs carried out by a third party and claims in respect of damaged laundry are absolutely excluded.

### III. Terms of guarantee and notifications of claims

1. This guarantee is valid for 12 months.  
The term commences from the date of delivery, which must be entered on the guarantee card by the Miele Service Agent. Replacements made under the terms of the guarantee do not alter the terms of the guarantee.
2. The user must notify all claims to either the Miele Service Agent, or if the appliance was purchased directly, to the factory at Gütersloh.

### IV. Miscellaneous

Further claims for damage will not be accepted by Miele.

Model No.: \_\_\_\_\_ Serial No. of machine: \_\_\_\_\_

The Miele product as designated above is of perfect quality and functional design. Miele undertakes to rectify free of charge faults in material or production which are covered by the guarantee.

Date of purchase: \_\_\_\_\_

Installed by  
(Name of installation company): \_\_\_\_\_

\_\_\_\_\_ stamp of company

\_\_\_\_\_ signature of retailer

## **USA**

Miele, Inc.  
9 Independence Way  
Princeton, NJ 08540  
Phone: 800-843-7231  
609-419-9898  
Fax: 609-419-4298  
Technical Service: 800-999-1360  
[www.miele.com](http://www.miele.com)

## **Canada**

Miele Limited  
161 Four Valley Drive  
Vaughan, ON L4K 4V8  
Phone: 800-643-5381  
905-660-9936  
Fax: 905-532-2290  
[info@miele.ca](mailto:info@miele.ca)  
[www.miele.ca](http://www.miele.ca)

## **México**

Miele, S.A. de C.V.  
(German Centre; Local: 0-4-2)  
Av. Santa Fe # 170 PB  
Col. Lomas de Santa Fe  
C.P. 01210 México, D.F.  
Servicio post venta:  
Tel.: +52 (55) 85 03 98 70 ext. 106-108  
Fax: +52 (55) 85 03 98 74  
Correo electrónico:  
[servicio@miele.com.mx](mailto:servicio@miele.com.mx)  
[www.miele.com.mx](http://www.miele.com.mx)

## **Australia**

Miele Australia Pty. Ltd.  
Box 381  
Ferntree Gully, VIC 3156  
Telephone (03) 9764 7100  
Fax (03) 9764 7129  
[www.miele.com.au](http://www.miele.com.au)

## **New Zealand**

Miele New Zealand Limited  
Unit L, 10-20 Sylvia Park Road  
Mt. Wellington, 1060, Auckland  
New Zealand  
Telephone: 0800 264 353  
Fax: 0800 463453  
[www.miele.co.nz](http://www.miele.co.nz)

## **Polska**

Miele Sp. z o.o.  
ul. Gotarda 9  
02-683 Warszawa  
Tel.: (022) 548 40 13  
Fax: (022) 548 40 20  
[www.miele.pl](http://www.miele.pl)

## **Germany**

Miele & Cie. KG  
Carl-Miele-Straße 29  
33332 Gütersloh  
Phone: +49 5241 89-0  
Fax: +49 5241 89-2090  
[www.miele.de](http://www.miele.de)