Miele

AU, NZ	Warranty
BR	Termo de Garantia
CA	Limited Warranty
	Garantie limitée
EXP	Appliance Warranty
MX	Póliza de Garantía
US	Limited Warranty

M-Nr.: 11 049 661

AU, NZ Warranty

Please review the enclosed document carefully as it governs your purchase with Miele Australia Pty Ltd (ACN 005 635 398 ABN 96 005 635 398 of Level 4, 141 Camberwell Road Hawthorn East, VIC 3123) and Miele New Zealand Limited (IRD 98 463 631 of 8 College Hill, Freemans Bay, Auckland 1011), jointly referred to as Miele. It sets out your rights and obligations with respect to your purchases, including important limitations and exclusions.

WARRANTY

Miele products are subjected to rigorous testing and assessment as to their quality and fitness.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Warranties and conditions as to the merchantability and fitness for purpose of Miele Domestic products are implied under consumer protection legislation in Australia and New Zealand. The warranty in this clause is independent of, and does not exclude or limit, any non-excludable statutory warranties and conditions implied by such legislation.

In the case of Domestic products, Miele warrants that the product/s will be free from defects in materials and workmanship for a period of 24 months from the date of delivery.

In the case of Professional products Miele warrants that the product/s will be free from defects in materials and workmanship for a period of 24 months from the date of delivery.

Miele does not make any further representation or warranties as to the merchantability of its product range. Miele reserves the right to inspect and test the products for the purpose of determining the extent of any defect and the validity of any claim made under this warranty. All defective parts and products replaced by Miele under this warranty will be deemed to be the property of Miele.

This Miele warranty will not apply if the product is rendered faulty by a factor other than a defect in materials and workmanship. Such factors include but are not limited to:

i. damage through misuse / neglect (including failure to maintain, service or use with proper care);
ii. use for a purpose for which the product was not sold or designed;
iii. in the case of domestic appliances and vacuum cleaners, commercial use;
iv. use or installation (where applicable) which is not in accordance with any specified instructions for use or installation;
v. use or operation after a defect has occurred or been discovered;
vi. damage through freight, transportation or handling in transit (other than when Miele is responsible);
vii. damage through exposure to chemicals, dusts, residues, excessive voltage, heat, atmospheric conditions or other forces or environmental factors (i.e. vermin damage) howsoever outside Miele's control; for appliances in the outdoor cooking range, weather damage excluded from the warranty refers only to damage caused by extreme weather conditions (e.g., hail, lightning strikes, or flooding). Other external influences that are excluded from the warranty include damage caused by insects (or spiders), rodents (e.g., rats), as well as the effects of salty air and/or chlorine sources such as swimming pools and whirlpools.
viii. repair, modification or tampering with by the purchaser or any person other than Miele or an authorised Miele Service Agent; or
ix. use of parts, components or accessories which have not been supplied by or specifically approved by Miele (including use of a dust bag other than a genuine high performance Miele dust bag).
x. Usage-related and natural wear and tear, such as the decreasing load performance of accumulators and components that, according to the operating instructions, must be replaced regularly during the product life cycle. For appliances from the outdoor cooking range, natural wear and tear also includes cosmetic and other minor deterioration, in particular fading and surface rust.

This warranty does not apply to consumables such as batteries, filters or globes.

The Miele warranty provided under this clause is a transferable right. Customers must retain proof of purchase (receipt) in order to be eligible to make a warranty claim.

HOW TO MAKE A WARRANTY CLAIM

Conduct a basic check of the product i.e. to establish if it is appropriately connected. It is also a good idea to check the Miele operating instructions. If the problem persists, follow our simple claims process:

1. Notify Miele to arrange warranty, repair or service. In Australia call 1300 464 353 for Domestic appliances and 1300 731 411 for Professional appliances. In New Zealand call 0800 464 353 for Domestic and Professional appliances.
   In Australia and New Zealand e-mail service@miele.com.au for Domestic appliances and e-mail professional.service@miele.com.au for Professional appliances.
2. Provide and make available the warranty card or a copy of the purchase receipt to show that the warranty applies to the product at the date of the claim.

In the case of floor care products i.e. vacuum cleaners, please return the product to Miele or its nearest Chartered Agent or authorised Service Agent.

Please note that Miele may engage other persons or parties to assist it in fulfilling its obligations under this contract. We always try to complete repairs in the shortest amount of time possible.

SERVICE & SPARE PARTS

While Miele will use reasonable commercial endeavors to have all necessary spare parts available for the purpose of repair or service, Miele is not liable for delays due to sourcing of unusual parts which are required, or due to circumstances beyond the control of Miele.

Miele has a policy of assuring the availability of spare

parts and service for all Miele products for a period of not less than five (5) years following the cessation of production of the applicable product. After this period, availability of spare parts and service will depend upon the particular Miele product. Please contact Miele for more details in relation to availability of spare parts and service.

If a product is located outside of Miele's service region, additional fees such as travel and transportation charges may be applicable in respect of the service or repair, details of which will be provided by Miele prior to any agreement being made in respect of a service or repair.

COMPLAINTS / CUSTOMER CARE

We take our customer service seriously and want to hear about any problems that you may have had or the level of service you have been provided.

To notify us of these issues, please collect all the relevant information on your query and direct it to:

The Complaints Manager -
Miele Australia Pty. Ltd.
PO Box 4084
Auburn South VIC 3122
Or e-mail: contact@miele.com.au

The Complaints Manager -
Miele New Zealand Limited
8 College Hill
Freemans Bay
Auckland 1011
Or e-mail: contact@miele.com.au

PRIVACY

Miele will collect and deal with the customer's personal information (including name, address, telephone contact or personal details) only in accordance with Miele's Privacy Charter. A copy of the Privacy Charter is available from Miele or miele.com.au and miele.co.nz.

Miele may disclose personal information to its related companies and to organisations which provide services (including delivery services) to Miele or which assist Miele in providing services (including repair / warranty services) to its customers.

GOVERNING LAW

This agreement is subject to the laws of the State of Victoria, Australia or to the laws of New Zealand, the parties submit to the exclusive jurisdictions of the courts of these regions.

BR Condições Gerais de Garantia

Garantia para Produtos Miele comprados em território nacional (Brasil).

I. Condições da Garantia

A Miele do Brasil garantirá os produtos que:

1. tenham sido adquiridos diretamente da Miele do Brasil, em território brasileiro.
2. necessitem de instalação ou que tenham sido instalados por um agente dos serviços autorizados (quando necessário, segundo o respectivo manual de uso do produto).

II. Abrangência da Garantia

1. A Miele do Brasil substituirá, desde que devidamente comprovado, sem qualquer ônus, peças e componentes que apresentarem defeitos de fabricação e possam interferir no funcionamento de seus produtos, excluindo os custos de transporte para outros destinos diferentes dos registrados na data de instalação e outras despesas tais como taxas alfandegárias e custos de mão-de-obra não compreendidos nas Condições Gerais de Garantia.
2. As peças e componentes defeituosos, objeto de substituição por força da garantia, serão devolvidos à fábrica com os custos suportados pela Miele do Brasil, tornando-se automaticamente propriedade da Miele do Brasil.
3. A garantia de fábrica não cobrirá qualquer falha ou defeito causados por:
   a) Instalação inadequada ou sem observância das instruções de instalação descritas nos respectivos manuais;
   b) Uso incorreto do produto, utilização para outro fim que não aquele para o qual o produto fora fabricado;
   c) Falta de limpeza e/ou manutenção adequadas, ou uso de produtos inapropriados de limpeza, tais como detergentes e outros produtos químicos ou abrasivos não recomendados para uso em limpeza doméstica;
   d) Necessidade de troca ou substituição de peças e componentes de desgaste normal decorrentes de uso, tais como filtros, lâmpadas, peças de vedação e outras que se desgastam pelo uso;
   e) Manuseio inadequado durante o transporte, que não seja de responsabilidade da Miele do Brasil e por outras situações que não estejam sob controle da Miele do Brasil, devidamente comprovadas.
   f) Reparos ou modificações executados por empresas que não sejam credendiadas pela Miele do Brasil ou não façam parte do Serviço Autorizado da Miele do Brasil ou seus revendedores.

III. Termos da garantia e notificações de reclamações

1. Esta garantia é válida por 12 meses, sendo 3 (três) meses assegurados pelo Código de Desefa do Consumidor e mais 9 (nove) meses assegurados pela Miele do Brasil, e terá início a partir da data da entrega, que deverá estar, obrigatoriamente, anotada no Cartão da Garantia, pelo Agente de Serviços Autorizado da Miele do Brasil.
2. Nos casos em que houver impossibilidade de instalação, na data de entrega do produto, desde que devidamente comprovada e informada à Miele, durante o processo de aquisição, poderá ser concedido um prazo extra de garantia, iniciando-se na data da instalação definitiva do produto, neste caso, ficando limitada a seis meses adicionais, podendo assim resultar no prazo máximo de garantia de 18 (dezoito) meses da data de entrega do produto.
3. Após este período de 6 (seis) meses, não sendo autorizada a entrega do produto, o mesmo será encaminhado à depósito terceirizado, sendo que, neste caso, os custos, inclusive de transporte, serão de responsabilidade do comprador.
4. O consumidor deverá enncaminhar eventuais reclamações Agente de Serviços Autorizado da Miele do Brasil.

IV. Diversos

Reclamações posteriores por quaisquer danos não serão aceitas pela Miele.

CA Limited Warranty

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.

1. Duration of Warranty

This warranty is valid during the following time periods:

a) Domestic appliances in normal, non-commercial, household use:
- One (1) year. Parts and labour.
- RemoteVisionMC Modules: Please refer to Miele's "Limited Warranty - RemoteVisionMC 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 parts and labour.

c) Countertop coffee makers (CM) in normal, non-commercial, household use:
- Two (2) years. Parts and labour.
  NOTE: All CM purchases made on or after January 1, 2024 are eligible for a 2-year warranty. All CM purchases made prior to January 1, 2024 are covered by a 1-year warranty.

d) Countertop coffee makers (CM) in commercial use:
- Six (6) months, for products used commercially. Parts and labour.

e) Vacuums in normal, non-commercial, household use:
- One (1) year, upright, cordless stick and canister vacuums. Parts and labour.
- Two (2) years, motor for S170 - S189 upright units. Parts and labour.
- Two (2) years, Varta or Huizhou Blueway battery on cordless stick vacuums. Parts and labour.
- Seven (7) years, VortexTM motor for canister, cordless stick and upright units, except S170 - S189 upright units for which the motor warranty is two (2) years. Parts and labour.

f) 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.

g) Commercial appliances:
- One (1) year, parts and labour within Miele Direct Service Area (MDSA).
- One (1) year, parts only outside Miele Direct Service Area (MDSA).
- Two (2) years, Undercounter Dental Washer and Washer Disinfector. Parts and labour within Miele Direct Service Area (MDSA).
- Two (2) years, Undercounter Dental Washer and Washer Disinfector. Parts only outside Miele Direct Service Area (MDSA).
- Three (3) years or 4,500 Operating hours whichever comes first, Washer, Dryer, PRI 2XX Rotary Iron. Parts and labour within Miele Direct Service Area (MDSA).
- Three (3) years or 4,500 Operating hours whichever comes first, Washer, Dryer, PRI 2XX Rotary Iron. Parts only outside Miele Direct Service Area (MDSA).
- Seven (7) years or 10,500 Operating hours whichever comes first, Frame, Drum, Drum Bearing, Bearing Seals and Drive motor for Washer, Dryer, PRI 2XX Rotary Iron. Parts only.

Contact Miele Professional to determine if you are within a MDSA.

h) Commercial appliances in Domestic use:
- Three (3) years, Little Giant Washer, Little Giant Dryer, Profiline Dishwashers, Masterline Dishwashers and HM 16-80. Parts and labour.

2. Commencement Date

Warranty coverage begins on the day of delivery. If a product under warranty is replaced by Miele, the original warranty period is not extended but continues from the date of original delivery.

3. Warranty Preconditions

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

a) You are the original purchaser and did not obtain the product through resale;

b) The product was purchased from Miele or an authorized Miele dealer in Canada;

c) If applicable, the product was installed by a person designated by Miele as qualified to do so and in accordance with applicable installation instructions; and

d) The product is located in Canada.

3.2 Warranty claims will only be honoured provided that any failure to conform to this warranty is reported in writing and the product is returned together with proof of purchase date to Miele or to a Miele authorized dealer, as applicable, within the time period stated in Section 1 above.

4. Extent of Warranty

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.

5. Exclusions

Warranty coverage excludes any product, including its parts and accessories, that:

a) was not installed according to Miele's installation instruction;

b) was damaged by negligence, accident, abuse, misuse, improper or abnormal usage, maintenance or transportation;

c) contains non-authentic Miele accessories or replacement parts, including filters, dust bags and other non- Miele products; and

d) was repaired, serviced, altered or modified by someone other than a Miele authorized service centre or technician.

On commercial appliances, failure results from not following the recommended yearly and/or hour interval maintenances.

6. Ordinary Wear and Tear

Ordinary wear and tear shall not be considered a defect in workmanship or materials.

7. Limitation of Liability

7.1 Unless you purchase extended warranty coverage from Miele prior to the expiry of this warranty, this warranty is the sole warranty offered by Miele to you. Miele disclaims any and all other warranties to the fullest extent permitted by law, whether express or implied, including any warranty of merchantability or fitness for a particular except as provided herein.

7.2 Your sole remedies under this warranty are those described herein. Unless otherwise stated, Miele's liability for actual damage from any cause whatsoever is limited to the amount paid by you for the product. Miele disclaims any and all liability and consequential or other damage whether based on breach of contract, tort (including negligence), product liability or any other legal theory. In no event will either party be responsible for any lost profits or savings, incidental damage or other economic damages.

8. Special Provincial Laws

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

9. Customer Care

9.1 For service under this warranty or for further information please contact Miele at:
Miele Limited
161 Four Valley Drive
Vaughan, Ontario
Canada L4K 4V8
Toll free: 1-800-565-6435
E-mail: customercare@miele.ca

9.2 Service may require that the appliance be removed and taken, by authorized Miele personnel, to an authorized Miele Service Centre. If service is requested by you in a remote geographical area, as determined by Miele in its sole discretion from time to time, you will, at Miele's option, be responsible for either:

a) the travel expenses incurred by Miele to attend your premises; or

b) the cost of removal and shipment of the appliance from your premises to the nearest authorized Miele Service Centre.

Miele Limited

Headquarter and Miele Centre

161 Four Valley Drive
Vaughan, ON L4K 4V8
miele.ca
customercare@miele.ca
professional@miele.ca (commercial enquiries)

Customer Care Centre

Phone: 1-800-565-6435
customercare@miele.ca (general and technical enquiries)
Effective Date: January 1st, 2026

CA Garantie limitée

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.

1. Durée de la garantie

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, pièces et main-d'œuvre.
   - Modules RemoteVisionMC : veuillez vous reporter à la « Garantie restreinte - Module RemoteVisionMC - 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 (6e) année et jusqu'au dernier jour de la dixième (10e) 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 pièces et main-d'œuvre.

c) Machines à café autonomes (CM) destinées à une utilisation domestique non commerciale dans des conditions normales :
   - Deux (2) ans. Pièces et main d'œuvre. Remarque : La garantie de 2 ans s'applique à tous les achats de CM effectués à partir du 1er janvier 2024. Tous les achats de CM effectués avant le 1er janvier 2024 sont couverts par une garantie d'un an.

d) Machines à café autonomes (CM) aux fins d'utilisation commerciale :
   - Six (6) mois, pour les produits à utilisation commerciale. Pièces et main d'œuvre.

e) Aspirateurs destinés à une utilisation domestique, non commerciale dans des conditions normales :
   - Un (1) an, pour les aspirateurs verticaux, aspirateurs-balais sans fil et aspirateurs-chariots. Pièces et main d'œuvre.
   - Deux (2) ans, pour le moteur des aspirateurs verticaux S170 - S189. Pièces et main d'œuvre.
   - Deux (2) ans, pour la batterie Varta ou Huizhou Blueway des aspirateurs-balais sans fil. Pièces et main d'œuvre.
   - Sept (7) ans, pour le moteur VortexTM des aspirateurs-chariots, aspirateurs verticaux et aspirateurs-balais sans fil, excepté pour les modèles d'aspirateurs verticaux S170-S189 dont le moteur est garanti deux (2) ans. Pièces et main d'œuvre.

f) Aspirateurs aux fins d'utilisation commerciale :
   - Six (6) mois, pour les produits à utilisation commerciale. Pièces et main-d'œuvre.
   - Un (1) an, pour le moteur des aspirateurs verticaux et des aspirateurs-chariots. Pièces et main-d'œuvre.

g) Appareils commerciaux :
   - Un (1) an, pièces et main d'œuvre dans la zone de service direct Miele.
   - Un (1) an, pièces uniquement en dehors de la zone de service direct Miele.
   - Deux (2) ans, laveur d'instruments dentaires encastrable et laveur-désinfecteur encastrable. Pièces et main-d'œuvre dans la zone de service direct Miele.
   - Deux (2) ans, laveur d'instruments dentaires encastrable et laveur-désinfecteur encastrable. Pièces uniquement en dehors de la zone de service direct Miele.
   - Trois (3) ans ou 4 500 heures de fonctionnement, selon la première éventualité, laveuse, sécheuse, repasseuse PRI 2xx. Pièces et main-d'oeuvre dans la zone de service direct Miele.
   - Trois (3) ans ou 4 500 heures de fonctionnement, selon la première éventualité, laveuse, sécheuse, repasseuse PRI 2xx. Pièces seulement en dehors de la zone de service direct Miele.
   - Sept (7) ans ou 10 500 heures de fonctionnement, selon la première éventualité, châssis, tambour, palier de tambour, joints de palier et moteur d'entraînement pour laveuse, sécheuse, repasseuse PRI 2xx. Pièces seulement.

   Contactez Miele Professional pour déterminer si vous êtes dans la zone de service direct Miele.

h) Appareils commerciaux à usage domestique :
   - Trois (3) ans, aveuse Petits géants, sécheuse Petits géants, lave-vaisselle Profiline, lave-vaisselle Masterline, repasseuse HM 16-80. Pièces et main d'œuvre.

2. Date d'entrée en vigueur

La garantie entre en vigeur à la date de livraison. En cas de remplacement par Miele d'un produit couvert par une garantie, la période de garantie initiale n'est pas prolongée; sa date d'entrée en vigueur correspond à la date de la livraison initiale.

3. Conditions préalables liées à la garantie

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

a) vous êtes l'acheteur initial et votre produit ne provient pas d'une revente;

b) le produit a été acheté auprès de Miele ou auprès d'un détaillant Miele autorisé au Canada;

c) le cas échéant, le produit a été installé par une personne compétente, autorisée par Miele, conformément aux instructions d'installation en vigueur;

d) le produit se trouve au Canada.

3.2 Les réclamations en vertu de la garantie seront honorées uniquement si la non-conformité aux dispositions de la garantie est signalée par écrit et si le produit est retourné à Miele ou à un détaillant Miele autorisé accompagné d'une preuve de la date d'achat, pendant la période prévue à l'article 1 ci-dessus.

4. Étendue de la garantie

En cas de matériaux défectueux ou de défaut de fabrication pendant la période prévue à l'article 1 ci-dessus, Miele réparera ou, à son choix, remplacera dans un délai raisonnable le produit ou toute pièce ou tout accessoire Miele dont la fabrication ou les matériaux sont défectueux. Les produits ou les pièces défectueux deviennent la propriété de Miele lorsqu'ils sont remplacés.

5. Exclusions de la garantie

La garantie ne couvre pas les produits, y compris les pièces et les accessoires de ces produits, qui :

a) n'ont pas été installés conformément aux instructions d'installation de Miele;
b) ont été endommagés par négligence, à la suite d'un accident ou d'une utilisation mauvaise, inappropriée ou anormale, ou encore en raison de l'entretien ou du transport inapproprié ou anormal;
c) contiennent des accessoires ou des pièces de rechange non fabriqués par Miele, y compris les filtres, les sacs à poussière et tout autre produit non fabriqué par Miele;
d) ont été réparés, entretenus ou modifiés par une personne autre qu'une personne du centre de services ou un technicien autorisé par Miele.

Les défaillances des appareils commerciaux sont dues au non-respect des intervalles d'entretien annuels et/ou d'heures recommandés.

6. Usure normale

L'usure normale ne constitue pas un défaut de fabrication ni un défaut de matériaux.

7. Limitation de responsabilité

7.1 À moins d'acheter une garantie prolongée auprès de Miele avant l'échéance de la présente garantie, celle-ci est la seule garantie que vous offre Miele. Miele se désiste de toute autre garantie maximale permise par la loi, expresse ou implicite, y compris toute garantie de qualité marchande ou d'usage à une fin particulière, à l'exception de la présente garantie.

7.2 Les recours décrits dans le présent document constituent vos seuls recours en vertu de la présente garantie. À moins d'une autre mention, la responsabilité de Miele pour les dommages réels, quelle que soit leur nature, est limitée au montant que vous avez payé pour le produit. Miele se dégage de toute responsabilité, de tout dommage indirect ou de tout autre dommage, qu'il soit attribuable à la violation du contrat, à la responsabilité délictuelle (y compris la négligence), à la responsabilité du fait du produit ou à toute autre théorie juridique. En aucun cas les deux parties ne seront tenues responsables de toute perte de bénéfices ou d'économies, de dommage consécutif ou de tout autre dommage financier.

8. Lois provinciales particulières

La présente garantie accorde à l'acheteur des droits légaux particuliers. L'acheteur peut également exercer d'autres droits qui peuvent varier d'une province à l'autre au Canada. Certaines provinces interdisent la restriction ou l'exclusion des garanties implicites. Par conséquent, il est possible que certaines restrictions et exclusions ne s'appliquent pas.

9. Service à la clientèle

9.1 Pour faire exécuter des travaux d'entretien couverts en vertu de la présente garantie ou pour obtenir de plus amples renseignements, veuillez communiquer avec Miele à l'adresse ou aux numéros suivants :
Miele limitée
161 Four Valley Drive
Vaughan (Ontario)
Canada L4K 4V8
N° sans frais : 1-800-565-6435
Adresse électronique : customercare@miele.ca

9.2 Si des travaux d'entretien sont nécessaires, l'appareil devra peut-être être déplacé par une personne autorisée par Miele et emporté à un centre de services Miele autorisé. Si vous demandez un entretien et que vous habitez une région éloignée, tel qu'il a été déterminé par Miele, à sa seule discrétion, à l'occasion, vous devrez, selon le choix de Miele, assumer certains frais :

a) soit les frais de déplacement qu'engage Miele pour se présenter à votre lieu de résidence;
b) soit les frais de déplacement et d'envoi de l'appareil, de votre lieu de résidence au centre de services Miele autorisé le plus près.

Miele limitée

Siège social au Canada et Centre Miele

161 Four Valley Drive
Vaughan, ON L4K 4V8
miele.ca
customercare@miele.ca
professional@miele.ca (questions commerciales)

Service à la clientèle

Téléphone : 1-800-565-6435
customercare@miele.ca (questions générales et service technique)

Date d'entrée en vigueur : le 1er janvier 2026.

Export Appliance Warranty (Countries without Miele subsidiaries)

Notwithstanding statutory guarantee claims brought against the reseller and without restricting the same, Miele & Cie. KG, Carl-Miele-Strasse 29, 33332 Guetersloh, Germany, grants the purchaser rights as laid out in the following warranty declaration for new appliances:

I. Duration and start of warranty

1. The warranty is granted for the following period: 12 months on domestic appliances presuming proper use
2. The guarantee period commences with the date of purchase.

Work under warranty and spares or appliances replaced under warranty do not prolong the original warranty period.

II. Warranty conditions

1. Machine purchased from one of its dealers or distributors authorized to import Miele products into the country of residence where it was also installed, or directly from the factory.
2. Installation and services within the scope of the warranty may only be performed by a service agent authorized by Miele.
3. Proof of warranty (invoice) must be produced at the request of the service technician.

III. Warranty content and scale

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. This warranty does not cover any further claims for damage against Miele & Cie., except in cases resulting from gross or willful negligence on the part of the authorised service agent commissioned by Miele & Cie. In detail, 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.
3. The provision of consumables and accessories is not covered by this agreement.
4. The user must notify all claims to the Miele service agent, or if the appliance was purchased directly, to the factory in Guetersloh, Germany.

IV. Invalidation of warranty

Faults and defects resulting from the following are not covered by this warranty:

1. Improper installation, e.g. non-compliance with relevant safety standards and written operating and installation instructions
2. Improper use and operational demands, such as the use of unsuitable detergents or chemicals
3. Deviating specifications of a device purchased in a country, which therefore may not be suitable for use or may be subject to restrictions on use on account of variant technical specifications
4. External factors such as damage caused through transportation, impact and jolting, inclement environmental conditions or natural phenomena. For appliances from the Outdoor Cooking range, only damage caused by extreme weather conditions (e.g. hail, lightning and flooding) is excluded from the warranty. For appliances from the Outdoor Cooking range, damage caused by external forces such as insects (or spiders) and rodents (e.g. martens) as well as exposure to salty air and/or chlorine sources such as swimming pools and whirlpools is also excluded.
5. Repairs or modifications not performed by service agents trained and authorized by Miele
6. Failure to use genuine Miele spare parts or accessories authorized by Miele
7. Glass breakage and defective lamps
8. Defects resulting from fluctuations in power supply conditions which exceed the tolerances stated by the manufacturer
9. Failure to perform cleaning and care work in compliance with the operating instructions
10. Usage-related and natural wear and tear, such as the decreasing load performance of accumulators and components that, according to the operating instructions, must be replaced regularly during the product life cycle. For appliances from the Outdoor Cooking range, natural wear and tear also includes cosmetic and other insignificant deterioration, in particular fading and surface rust.

MX POLIZA DE GARANTIA

Lo que cubre la garantía y por qué 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:

a. Cualquier defecto de fabricación en sus materiales, mano de obra, partes y/o componentes que generen fallas en el funcionamiento y/o desempeño del equipo con base en las especificaciones técnicas incluídas en el manual de uso y manejo del mismo.
b. El periodo de garantía para el electrodoméstico, sus accesorios, partes y/o componentes, es de 2 años a partir de la fecha de instalación.
c. La garantía no cubre daños o defectos en los siguientes casos:
   - Cuando el equipo ha sido utilizado en condiciones distintas a las normales.
   - Cuando el equipo no ha sido operado con base en las instrucciones y/o manual de uso que lo acompaña.
   - Cuando el equipo ha sido instalado, alterado o reparado por terceros no autorizados por Miele México.
   - Cuando el equipo ha sido extraído de su empaque original y no cuenta con los sellos de seguridad al momento de ser realizada su instalación por parte de un Técnico Autorizado Miele.
d. Cualquier desperfecto o falla ocasionada por una instalación deficiente realizada por algún técnico distinto al Servicio Técnico Autorizado de Miele inválida la garantía. La empresa no se hará responsable por reclamaciones de Cliente Final derivadas de una instalación deficiente por un tercero no autorizado por Miele México.
e. El Técnico Autorizado Miele, al momento de realizar la instalación, sellará la Póliza de Garantía de cada equipo instalado con su nombre, firma y fecha de instalación.
f. En caso de equipos "Free-Standing", la tienda o Distribuidor Autorizado Miele sellará la Póliza de Garantía de cada equipo vendido con su nombre, firma y fecha de venta.
g. Miele México desconoce cualquier otra garantía expresa o implícita en el equipo o cualquier otra garantía que haya sido ofrecida por un tercero.
h. Miele México no asume ninguna responsabilidad o cualquier otra obligación con respecto a daño a personas o bienes que resulte del uso de algún equipo de nuestra marca o sus accesorios, partes, componentes, refacciones, etc., cuando dicho equipo, accesorios, partes, componentes, refacciones, etc., no hayan sido comprados a algún distribuidor, tienda, etc., autorizado por Miele México.
i. Cualquier compra de equipos, accesorios, partes, componentes, refacciones, etc., de cualquier otro origen, distribuidor o tienda no autorizados por Miele México será bajo el propio riesgo del comprador.

Procedimiento para hacer efectiva la garantía:

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

a. Presentar el electrodoméstico defectuoso en el Centro de Servicio abajo indicado y presentar la Póliza de Garantía debidamente sellada por el técnico que lo instaló. Esta garantía incluye los gastos de transportación del electrodoméstico razonablemente erogados que deriven de su cumplimiento dentro de la red de servicio de Miele.
b. Los establecimientos en los Estados Unidos Mexicanos donde se puede hacer efectiva la garantía son los siguientes:

   Miele SA de CV
   Miele Experience Center
   Arquímedes 43
   Col. Chapultepec Polanco.
   C.P.11560
   Ciudad de México.
   Tel. 800 MIELE 00
   (800 64353 00)
   Correo electrónico:
   info@miele.com.mx

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, aparato eléctrico o electrónico. 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 derivado del mal uso de este producto, al no seguir las indicaciones estipuladas en el manual.

Leyes de los Estados Unidos Mexicanos:

Las limitaciones contendidas 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 SA de CV
Miele Experience Center
Arquímedes # 43
Col. Polanco Chapultepec
Delg. Miguel Hidalgo
C.P. 11560 México, D.F.
Servicio post venta:
Tel. 800 MIELE 00
(800 64353 00)
Correo electrónico:
info@miele.com.mx
miele.com.mx

Miele SA de CV
Miele Experience Center
Arquímedes 43
Col. Chapultepec Polanco.
C.P.11560
Ciudad de México.
Tel. 800 MIELE 00
(800 64353 00)
Correo electrónico:
info@miele.com.mx

MX TARJETA DE GARANTIA

Producto: _____

Modelo No.: _____ Número de serie del producto: _____

Miele garantiza este producto libre de defectos en materiales y desempeño, Miele cubrirá el material y desempeño bajo los lineamientos de esta póliza de garantía sin costo para usted.

Fecha de entrega: _____

Fecha de instalación: _____

Comprado a: _____

Miele

MX TARJETA DE GARANTIA

Por favor complete esta información y envíela a Miele via fax o e-mail.

Nombre:

Dirección:

_____
Modelo No / Producto

Estado: CP:

Número telefónico:

_____
No. de serie de producto

Nombre de la tienda, distribuidor etc, vendedor:

Ciudad: Estado:

Día de instalación:
Día Mes Año

Firma del cliente:

USA LIMITED WARRANTY - VACUUM CLEANERS

What This 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 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, with the exception of "HomeCare" sub-models, is as follows:

Vacuum Series	Term
Classic Series Canister Vacuums	1 year
Swing Series H1 Vacuums	1 year
Compact Series Canister Vacuums	2 years
Scout Robotic Vacuums	2 years
Duoflex Series Cordless Vacuums	2 years
Triflex HX1 / HX2 /HX3 Series Cordless Vacuums	2 years
Complete Series Canister Vacuums	3 years
Guard M1 / L1 Series Canister Vacuums	3 years
Dynamic Series Upright Vacuums	3 years
Blizzard Bagless Series Canister Vacuums	3 years
Boost CX1 Bagless Series Canister Vacuums	3 years

d. The warranty period for all "HomeCare" sub-model types (Classic C1 HomeCare, Classic C1 PureSuction HomeCare, Classic C1 Centennial) and Independent Retailer exclusive models (Guard M1 Terra Red, Guard L1 Electro TTPF) is 5 (five) full years from the date of purchase, while the Triflex HomeCare is 3 (three) full years from the date of purchase.
e. This warranty only applies while the product remains within the United States, and is null and void in any other US territories, possessions, or foreign countries.

Commercial Use

Vacuum cleaners other than the Scout RX1 and Scout RX2 used for commercial purposes will be warranted for a period of six (6) months from the date of purchase. There is no warranty for the Scout RX1 or Scout RX2 used for commercial purposes. Thereafter this Limited Warranty shall be null and void.

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, or damages caused by the use or installation of non-genuine Miele parts Ordinary wear and tear or cosmetic damage (scuffs, scratches, gouges, dents, etc.) 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.

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 to find an Authorized Miele Dealer in your area, please visit the "Find a Miele Partner Near You" section at mieleusa.com.

Effective Date: September 1, 2025

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USA MANUFACTURER'S LIMITED WARRANTY FOR DOMESTIC APPLIANCES

SCOPE OF LIMITED WARRANTY

MIELE, INCORPORATED, a Delaware corporation (hereinafter "Miele"), warrants to the original purchaser (the "Miele Customer") of the Miele product (the "Miele Product"), who purchased the appliance from a distributor, dealer, manufacturer's representative, or other seller who has been authorized by Miele ("Authorized Miele Dealer") and who is the end consumer, that the 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. This Limited Warranty covers parts and labor, except as set forth in this Limited Warranty.

This Limited Warranty is only applicable in case the Miele Product was purchased and installed in the United States of America ("U.S.") or Puerto Rico and, if the Miele Product is a Miele Marine appliance, in case it was installed on board a vessel before it left the U.S. or Puerto Rico.

WARRANTY PERIOD

The limited warranty runs from the date of purchase of the Miele Product for the respective period of time set forth herein (the "Warranty Period"). Any and all warranty claims must be received by Miele before the end of the respective Warranty Period. No Warranty Period shall be extended, stalled, tolled or suspended for any reason whatsoever.

For Residential Miele Products and select Professional Products (ovens (also incl. microwave ovens or steam ovens), steam ovens (also incl. combi steam ovens), Dialog ovens, microwave ovens (also incl. ovens), cookers, vacuum sealing and warming drawers, hobs (induction, electric and gas hobs incl. SmartLine and ProLine), cooker hood, coffee machines (built-in and freestanding), refrigerators, freezers, fridge-freezers, wine units, dishwashers, washing machines, tumble dryers, washer-dryers, ironing appliances, Little Giants, ProfiLine and MasterLine dishwashers)
Used Exclusively for Household/Personal Purposes (except Sealed Refrigeration Systems):

Warranty Period: Two (2) years

Sealed Refrigeration Systems:

Sealed Refrigeration Systems, which include all original compressors, condensers, evaporators, driers, the original refrigerant and the original connecting tubing, as used in Miele Refrigerators, Wine Coolers, and Freezers:

Warranty Period: Five (5) years, covering both parts and labor
Additional five (5) years but only covering parts;
the Miele Customer must pay for the labor

NON-APPLICABILITY OF THE LIMITED WARRANTY

This Limited Warranty does not cover or apply to:

- Improper installation, e.g. non-compliance with relevant safety standards and written operating and installation instructions.
- Non-compliance with Miele's instructions for use and maintenance.
- Failure to use genuine Miele spare parts or accessories authorized by Miele.
- 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.
- 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.
- Defects resulting from fluctuations in power supply conditions which exceed the tolerances stated by the manufacturer.
- Discoloration, rust or oxidation of surfaces resulting from exposure to unsuitable environmental conditions including but not limited to (high salt concentrations, high humidity or moisture, exposure to chemicals, direct sunlight).
- Consumable items such as water filter cartridges.
- Vacuum cleaners (see separate limited warranty).
- For Professional Miele Products and equipment (excluding Little Giants and ProfiLine dishwashers) (see separate limited warranty).
- Miele Products covered by third party "Extended Warranties", which are sold separately by Authorized Miele Dealers or other third parties.
- Freight or shipping charges for sending an appliance to a Miele Repair Center.
- Products installed in cabinetry and other types of built-in applications that are not accessible to the service technician. Miele is not responsible for the dismantling or reinstallation of fixed infrastructure when removing or returning the repaired or replaced product into a custom installation.

REPAIR

In case a Miele Product proves to be defective and provided that this Limited Warranty applies, Miele may repair the defective Miele Product. If Miele determines, in its sole discretion, that the warranted repair of any Miele Product is impossible or commercially impracticable, Miele will, in its sole discretion, either replace the Miele Product or refund the purchase price. DELIVERY OF A REPLACEMENT MIELE PRODUCT DOES NOT RESULT IN A RENEWAL OR EXTENSION OF THE WARRANTY PERIOD.

COSMETIC DEFECTS

Miele also warrants that a Miele Product is free from cosmetic defects in material and workmanship (such as scratches of stainless steel, paint/porcelain blemishes, chip, dents, or other damage to the finish of the Miele Product) (the "Cosmetic Limited Warranty"). The Warranty Period for the Cosmetic Limited Warranty is sixty (60) days. The Cosmetic Limited Warranty does not cover or apply to slight color variations due to inherent differences in painted and porcelain parts and differences caused by kitchen lighting, product location or other similar factors. The Cosmetic Limited Warranty specifically excludes any B-Stock, obsolete Miele Products and display or floor Miele Products, which are sold "as is" (including with scratches)

REGISTRATION

All Miele Customers are encouraged to register the Miele Products online at www.mieleusa.com/e/login or by filling out a Limited Warranty Card and mailing it to MIELE, INCORPORATED, 9 Independence Way, Princeton, NJ 08540.

LIMITED WARRANTY PROCESS

In case a Miele Customer finds the Miele Product to be defective in material or workmanship during the relevant Warranty Period, such Miele Customer shall promptly contact the Miele Technical Service by sending an email to info@mieleusa.com or by calling 888-996-4353.

An authorized Miele service agent ("Authorized Miele Service Agent") may be dispatched to determine whether the Miele Product is defective and, if the Miele Product is defective and covered by this Limited Warranty, may, if possible and commercially practicable, repair, or make arrangements for the repair of, the Miele Product. Unless otherwise stated in this Limited Warranty, this will include parts and labor. Miele reserves the right to charge for exceptional shipping or transportation costs (e.g., ferries, plane trips or mileage in excess of 50 miles) as appropriate.

Proof of purchase and, if applicable, verification of the installation of the Miele Product by an installer authorized by Miele will be required before any warranty service can be performed.

EXCLUSION OF OTHER WARRANTIES

TO THE EXTENT NOT PROHIBITED BY FEDERAL OR LAW, THIS LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED. EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS LIMITED WARRANTY AND TO THE EXTENT NOT PROHIBITED BY FEDERAL OR STATE LAW, MIELE DISCLAIMS ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION, THE WARRANTY AGAINST INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS OF A THIRD PARTY, WARRANTIES OF COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE, EXCEPT FOR THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, FOR WHICH MIELE LIMITS THE DURATION AND REMEDIES TO THE DURATION OF THE EXPRESS LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO ALL MIELE CUSTOMERS.

LIMITATION OF LIABILITY

IN NO EVENT SHALL MIELE BE LIABLE TO ANY MIELE CUSTOMER OR ANY THIRD PARTY FOR ANY LOSS OF USE, REVENUE OR PROFIT, OR FOR ANY CONSEQUENTIAL, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES WHETHER ARISING OUT OF ANY BREACH OF THIS LIMITED WARRANTY OR OTHERWISE, REGARDLESS OF WHETHER SUCH DAMAGES WERE FORESEEABLE AND WHETHER OR NOT MIELE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND NOTWITHSTANDING THE FAILURE OF ANY AGREED OR OTHER REMEDY OF ITS ESSENTIAL PURPOSE. IN NO EVENT SHALL MIELE'S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THIS LIMITED WARRANTY EXCEED THE TOTAL AMOUNT PAID BY A MIELE CUSTOMER FOR THE MIELE PRODUCT THAT GAVE RISE TO THE CLAIM. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE FOREGOING LIMITATION OR EXCLUSION MAY NOT APPLY TO SOME MIELE CUSTOMERS.

REMEDIES

THE REMEDIES UNDER THIS LIMITED WARRANTY ARE MIELE CUSTOMERS' SOLE AND EXCLUSIVE REMEDIES AND MIELE'S ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. MIELE CUSTOMERS MAY HAVE OTHER RIGHTS APART FROM THE SPECIFIC LEGAL RIGHTS SET FORTH HEREIN, WHICH VARY FROM STATE TO STATE.

DISPUTES

If a Miele Customer is not satisfied with the warranty service provided, the Miele Customer shall submit a claim in writing to Miele's Dispute Settlement Representative at MIELE, INCORPORATED, 9 Independence Way, Princeton, NJ 08540. The written notice must include the model and serial number of the Miele Product, the Authorized Miele Dealer from whom the Miele Product was purchased, the Authorized Miele Service Agent who performed the warranty service, the purchase date, a detailed description of the problem and the address and phone number at which the Miele Customer can be reached. Miele will review each such notice promptly and thoroughly and respond to the Miele Customer in order to address the Miele Customer's concern.

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. EACH AND EVERY MIELE CUSTOMER IRREVOCABLY AND UNCONDITIONALLY WAIVES ALL RIGHT TO TRIAL BY JURY IN ANY ACTION (WHETHER BASED ON CONTRACT, TORT OR OTHERWISE) ARISING OUT OF OR RELATING TO THIS LIMITED WARRANTY.

EXTENDED LIMITED WARRANTY

In addition to this Limited Warranty, Miele Customers owning Miele residential appliances may be eligible to purchase an extended limited warranty for their household appliances, subject to the terms set forth on Miele's website. For more information, the Miele Customers are kindly requested to visit Miele's website at www.mieleusa.com.

CHANGES TO THIS LIMITED WARRANTY

Miele may change the terms or availability of this Limited Warranty at any time at Miele's sole discretion without prior notice, but such changes will not apply to any claims made prior to the effective date of such change.

July 2024

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USA MANUFACTURER'S LIMITED WARRANTY PROFESSIONAL LAUNDRY, LABWASHERS, DISINFECTORS, DISHWASHERS

SCOPE OF LIMITED WARRANTY

Miele Inc., a Delaware corporation (hereinafter "Miele"), warrants to the original purchaser (the "Miele Customer") of a Miele Professional Washing Machine, Dryer, Rotary Iron, Labwasher, Disinfector, or Dishwasher(hereinafter "Miele Product") who purchased the appliance from a distributor, dealer, manufacturer's representative or other seller who has been authorized by Miele ("Authorized Miele Dealer") that the 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. This Limited Warranty covers the cost of parts and labor, except as set forth in this Limited Warranty.

This Limited 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"), or if the Miele Product was marketed as a Miele Marine appliance and installed on board a vessel, before it left the U.S. or Puerto Rico.

WARRANTY PERIOD

The limited warranty runs from the date of purchase of the Miele Product for the respective period of time set forth herein (the "Warranty Period"). Any and all warranty claims must be received by Miele before the end of the respective Warranty Period. No Warranty Period shall be extended, stalled, tolled or suspended for any reason whatsoever.

For ***Professional Miele Products*** (Washing Machine, Dryer, Rotary Iron, or Dishwasher)
Used Exclusively for Household/Personal or Marine Purposes:

Warranty Period: Two (2) years

For ***Professional Miele Products*** (Dishwasher, Standard or Large Capacity Labwasher, or Disinfector)
Designed and Used For Other Industrial or Commercial Purposes:

Warranty Period: Two (2) years

For ***Professional Miele Products*** (Washing Machine, Dryer, Rotary Iron)
Designed and Used For Other Industrial or Commercial Purposes:

Warranty Period: Three (3) years or 4,500 hours whichever comes first

Frame, Drum, Drum Bearings, Bearing Seals, and Drive Motor as used in the
Miele Professional Washers and Dryers

Warranty Period: Seven (7) years or 10,500 hours whichever comes first, covering parts only

NON-APPLICABILITY OF THE LIMITED WARRANTY

This Limited Warranty does not cover or apply to:

- Improper installation, e.g., non-compliance with relevant safety standards and written operating and installation instructions.
- Non-compliance with Miele's instructions for use and maintenance.
- Failure resulting from not following the recommended yearly and/or hour interval maintenances.
- Failure to use genuine Miele spare parts or accessories authorized by Miele.
- Any damage to or destruction or loss of clothing or other textiles, dishes, china, flatware, laboratory glassware, instruments, or other items placed in a Miele Product;
- Ordinary wear and tear.
- Defects resulting from fluctuations in power supply conditions which exceed the tolerances stated by the manufacturer.
- Discoloration, rust or oxidation of surfaces resulting from exposure to unsuitable environmental conditions including but not limited to (high salt concentrations, high humidity or moisture, exposure to chemicals, direct sunlight).
- Consumable items such as water filter cartridges.
- Miele Products covered by third party "Extended Warranties", which are sold separately by Authorized Miele Dealers, Distributors, or other third parties.
- Any damage or defect to the Miele Product caused by, or resulting from,
  - any repair, service, conversion or alteration to it or any of its parts and accessories which have been performed by any service center, repairman or other person or company not authorized by Miele;
  - improper installation, improper operation, improper maintenance, improper storage, improper connection to electrical, power or water supply of the Miele Product or any of its parts or accessories;
  - negligence, malfeasance, recklessness, accident, abuse, misuse, power interruptions, power surges, theft, vandalism, animal or insect infestation, rust, dust, corrosion, exposure to weather conditions, floods, natural disaster, any act of nature or any other peril originating from outside the Miele Product or any force majeure.
- Any loss or damage resulting from any cause other than normal use and operation of the Miele Product in accordance with the manufacturer's specifications and the owner's manual, or any utilization of the Miele Product that is inconsistent with either its design or the way the manufacturer intended it to be used;
- Any damage to Miele products used in mobile (other than marine) or aeronautical purposes;
- Any damage to the Miele Product resulting from the use of non-genuine Miele parts or from components not contained with the housings of the Miele Product, such as electrical wiring, water or gas piping, hoses, ductwork, drains and the like;
- Any damage or defect resulting from improper ventilation, reconfiguration or improper movement of the Miele Product, including any failure to place the Miele Product in an area that complies with the manufacturer's published space or environmental requirements;
- Miele Products installed in cabinetry and other types of built-in applications, unless the owner makes it accessible to the service technician; provided that Miele is not responsible for the dismantling or reinstallation of fixed infrastructure when removing or returning repaired or replaced Miele Product(s) into a custom installation;
- Any damage to, or loss or replacement of, any consumable items, such as water filter cartridges;

- Any damage to the Miele Product or its accessories caused by corrosive solvents, chemicals, or soils;
- Any discoloration, stain, scratch, dent or other cosmetic imperfection that does not affect the function or efficacy of the Miele Product;
- Any loss of profits or revenues, billable time or other income sources as a result of slowness, stoppage, downtime, malfunction or any other defect, or non-availability during maintenance or repair, or unavailability of spare or replacement parts;
- Cleaning, preventive maintenance or customer education;
- Any Miele Product, the serial numbers of which were removed, altered or otherwise compromised.

REPAIR

If Miele determines that the warranted repair of any Miele Product is impossible, Miele may in its discretion determine to replace the product with a product of similar or equal features and functionality, or to pay a refund. If the Miele Product has been repaired or replaced, Miele will have no further obligation or liability under this Limited Warranty or otherwise. The total amount of the refund will in no event exceed the net purchase price of the Miele Product paid to Miele.

COSMETIC DEFECTS

Miele also warrants that a Miele Product is free from cosmetic defects in material and workmanship (such as scratches of stainless steel, paint/porcelain blemishes, chip, dents, or other damage to the finish of the Miele Product) (the "Cosmetic Limited Warranty"). The Warranty Period for the Cosmetic Limited Warranty is sixty (60) days. The Cosmetic Limited Warranty does not cover or apply to slight color variations due to inherent differences in painted and porcelain parts and differences caused by lighting, product location or other similar factors. The Cosmetic Limited Warranty specifically excludes any B-Stock, obsolete Miele Products and display or floor Miele Products, which are sold "as is" (including with scratches).

REGISTRATION

Unless registration is not required or prohibited by applicable state law, Miele Products must be registered by filling out a Limited Warranty Card and mailing it to Miele, Inc., 9 Independence Way, Princeton, N.J. 08540 or e-mailing it to ProService@Mieleusa.com.

LIMITED WARRANTY PROCESS

If during the relevant warranty period the Miele Customer finds a Miele Professional Product to be defective in material or workmanship and the failure is promptly and timely reported to Miele in accordance with this Limited Warranty, an authorized Miele service agent ("Authorized Miele Service Agent") shall determine whether the Miele Product is defective. Miele reserves the right to charge for exceptional shipping or transportation costs (e.g., ferries, plane trips or mileage in excess of 50 miles) as appropriate.

For service under this Limited Warranty or for product information, please contact Miele Professional Service at ProService@mieleusa.com or by calling 800-991-9380.

Miele reserves the right to require satisfactory verification of the purchase date and of the authorized installation of the Miele Product in question before warranty service is performed.

EXCLUSION OF OTHER WARRANTIES

TO THE EXTENT NOT PROHIBITED BY FEDERAL OR LAW, THIS LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED. EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS LIMITED WARRANTY AND TO THE EXTENT NOT PROHIBITED BY FEDERAL OR STATE LAW, MIELE DISCLAIMS ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION, THE WARRANTY AGAINST INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS OF A THIRD PARTY, WARRANTIES OF COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE, EXCEPT FOR THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, FOR WHICH MIELE LIMITS THE DURATION AND REMEDIES TO THE DURATION OF THE EXPRESS LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO ALL MIELE CUSTOMERS.

LIMITATION OF LIABILITY

IN NO EVENT SHALL MIELE BE LIABLE TO ANY MIELE CUSTOMER OR ANY THIRD PARTY FOR ANY LOSS OF USE, REVENUE OR PROFIT, OR FOR ANY CONSEQUENTIAL, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES WHETHER ARISING OUT OF ANY BREACH OF THIS LIMITED WARRANTY OR OTHERWISE, REGARDLESS OF WHETHER SUCH DAMAGES WERE FORESEEABLE AND WHETHER OR NOT MIELE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND NOTWITHSTANDING THE FAILURE OF ANY AGREED OR OTHER REMEDY OF ITS ESSENTIAL PURPOSE. IN NO EVENT SHALL MIELE'S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THIS LIMITED WARRANTY EXCEED THE TOTAL AMOUNT PAID BY A MIELE CUSTOMER FOR THE MIELE PRODUCT THAT GAVE RISE TO THE CLAIM. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE FOREGOING LIMITATION OR EXCLUSION MAY NOT APPLY TO SOME MIELE CUSTOMERS.

REMEDIES

THE REMEDIES UNDER THIS LIMITED WARRANTY ARE MIELE CUSTOMERS' SOLE AND EXCLUSIVE REMEDIES AND MIELE'S ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. MIELE CUSTOMERS MAY HAVE OTHER RIGHTS APART FROM THE SPECIFIC LEGAL RIGHTS SET FORTH HEREIN, WHICH VARY FROM STATE TO STATE.

DISPUTES

If a Miele Customer is not satisfied with the warranty service provided, the Miele Customer shall submit a claim in writing to Miele's Dispute Settlement Representative at MIELE, INCORPORATED, 9 Independence Way, Princeton, NJ 08540. The written notice must include the model and serial number of the Miele Product, the Authorized Miele Dealer from whom the Miele Product was purchased, the Authorized Miele Service Agent who performed the warranty service, the purchase date, a detailed description of the problem and the address and phone number at which the Miele Customer can be reached. Miele will review each such notice promptly and thoroughly and respond to the Miele Customer in order to address the Miele Customer's concern.

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. EACH AND EVERY MIELE CUSTOMER IRREVOCABLY AND UNCONDITIONALLY WAIVES ALL RIGHT TO TRIAL BY JURY IN ANY ACTION (WHETHER BASED ON CONTRACT, TORT OR OTHERWISE) ARISING OUT OF OR RELATING TO THIS LIMITED WARRANTY.

EXTENDED LIMITED WARRANTY

In addition to this Limited Warranty, Miele Customers owning Miele residential appliances may be eligible to purchase an extended limited warranty for their household appliances, subject to the terms set forth on Miele's website. For more information, the Miele Customers are kindly requested to visit Miele's website at www.mieleusa.com.

In addition to this Limited Warranty, Miele Customers owning Miele Professional appliances may be eligible to purchase an extended limited warranty for their appliances, subject to the terms set forth on Miele's website. For more information, the Miele Customers are kindly requested to visit Miele's website at www.mieleusa.com or at www.mieleusa.com/professional/index.htm.

CHANGES TO THIS LIMITED WARRANTY

Miele may change the terms or availability of this Limited Warranty at any time at Miele's sole discretion without prior notice, but such changes will not apply to any claims made prior to the effective date of such change.

January 2024

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USA WARRANTY CARD

or your reference, please enter the appliance information below and retain with your purchase documentation.

Model no.: _____

Serial no.: _____

Date of purchase: _____

Store details: _____

Installed by: _____

Date of purchase: _____

Miele Products may be registered online in the "Service" section of www.mieleusa.com

or by filling out the form below and mailing it to Miele Inc., 9 Independence Way, Princeton, N.J. 08540.

Purchaser Name: _____

Address: _____

_____

E-mail address: _____

Model no.: _____

Serial no.: _____

Date of purchase: _____

Store details: _____

Installed by: _____

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