

Miele

S E R V I C E

Miele Service Policy



Miele Vacuum Service

- ✓ Service Requests should be logged with Miele Service on 1890 252 609 or at service@miele.ie or www.miele.ie
- ✓ All Vacuum repairs will be carried out in Miele's vacuum repair shop. We will collect the faulty Vacuum from the customers appointed address and
 1. Assess the fault.
 2. Carry out required repairs including fitting parts.
 3. Clean vacuum.
 4. Fit new bag and standard filter.
 5. Return repaired Vacuum
- ✓ All repairs for models still under warranty are free of charge
- ✓ Turnaround for this service is 4 to 5 working days.
- ✓ Vacuums with non Miele Bags or Filters or over filled bags will not be covered under warranty. Other items which render the warranty as void are damage as a result of hot ash or water damage as well as physical damage.
- ✓ Where the cost of the repair for an under warranty vacuum exceeds the replacement value, Miele will approve the replacement of the Vacuum free of charge.
- ✓ If a Miele Vacuum fails within 28 days of purchase the customer will be advised to return the vacuum for assessment/replacement by Miele.
- ✓ Replacement vacuums will be supplied by Miele
- ✓ Claims under warranty should be made by fax using a Miele Exchange form to 01 4610798 or by email to service@miele.ie
- ✓ The original faulty vacuum must be returned to Miele for destruction under the WEEE regulations. Collections can be arranged through Miele Service.



** Miele Premium Vacuum Service includes the repair and replacement of all necessary parts.*

*** As part of this service all Vacuum's will be fitted with replacement filters and dust bag free of charge.*

For further details please contact,

Miele Customer Service,

Email: service@miele.ie

Phone: ROI: 1890 252 609

N.I: 0800 904 7927*



www.miele.ie

Miele Service Policy

First Class Customer Care

Miele Ireland offers an excellent After Sales Service to all our Customers ensuring effective management of queries and issues as they arise.

Service Standards are as follows:

National Service Coverage

Highly skilled Miele Ireland Service Technicians aim to visit within 2 working days of logging a call. All our repairs carry a 12 month guarantee.

Logging a Service Request

For all After Sales Service queries including appliance failures please contact the Service Department Team at the numbers in the contact section overleaf to have your query answered and/or a Miele Service Technician call arranged. All service requests must be made directly to Miele Ireland by phone, email or fax quoting contact details and the machine model (please see contact details overleaf).

Log a Service Call online at www.miele.ie

Customers can log onto the Miele Ireland website (on facing page) and log a Service Call. All information will be processed by Miele Ireland Service Co-coordinators for processing.

Fixed Appointment Times

For Miele Ireland Service Technician visits all Customer requests are logged and Customers are contacted a day in advance of the visit so as to agree the appointment time.

Text Messaging Service

Miele Ireland's Text Messaging Service will also confirm Service Appointments. If a mobile phone number is provided Miele Ireland will confirm the time slot within which the Miele Ireland Service Technician's visit to your home will take place.

Email Service

If an email address is the preferred method of contact Miele Ireland will email the details of the appointment.

Failed Appointments

In the event that a Customer is unable to keep an appointment please inform our Miele Ireland Service Department as soon as possible at the number below to re-schedule a suitable time.

In the event that a Miele Ireland Service Technician is unable to fulfill the scheduled appointment the Customer will be contacted directly to re-schedule another appointment.



Miele

SERVICE

**To schedule a service call please call
Miele Ireland Service Department at:**

Lo Call ROI 1890 252 609*
Lo Call NI 0800 904 7927*
Fax: 01 461 0798
Email: service@miele.ie

Miele Ireland Ltd.

2024 Bianconi Avenue,
CityWest Business Campus,
Dublin 24.

Tel: (01) 461 0710
ROI: 1890 252 609*
NI: 0800 904 79 27*
Fax: (01) 4610797
(*Lo Call Number. Calls charged at a local rate)

E-Mail: info@miele.ie
www.miele.ie

