

Miele home delivery and installation service



Considerations for the successful installation of your appliances

- Cabinetry has been installed/ready
- Power-boards & extension leads are not suitable and will not be connected to
- Power is available for appliances within 1.5 metres of machine
- Full functioning taps are 3/4" & within a 1.5 metre distance
- Old appliances can easily be removed
- No installation on plinths or onto raised platforms

For cooking appliances the Miele Customer Care Centre can provide the details for alternative Installers.

MIELE HOME DELIVERY AND INSTALLATION SERVICE

Prior to your delivery



A Miele installation includes:

- An inspection of the facilities prior to starting
- The inspection should detail and ensure that there are no:
 - Access obstructions
 - Lack of power or distance to the power inlet
 - Lack of water/distance to the water inlet
 - Other hazardous works being carried out at the premise
 - Hazardous materials/substances located at the premise
 - Flooring deficiencies

(If determined that one or more of the above are evident then the installation may not proceed).

- Unpacking and preparing the appliance for installation
 - Collection, removal & recycling of all packing materials
 - Inspection of the appliance(s) to ensure it meets Miele quality standards
 - Connection of the appliance(s) to existing electrical, & or water services (Electrical & water inlets must be within 1.5 m of the products)
 - Removal of the existing appliance from the niche/cavity and replacement with the new appliance(s)
 - Levelling and securing of the appliance(s)
 - Product testing to ensure satisfactory performance
 - First time user demonstration of the product
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The removal of the unit from the cavity is included providing this is a straightforward activity without any hindrances such as raised floors / awkward cabinetry or bench tops, or may result in any peripheral damage to the appliance or customer assets.

The Miele delivery vehicle carries some basic accessories, such as:

- Hose clamps
- Drain hoses
- Joining connectors
- Y junction piece

To complete the installation these parts will be supplied free of charge.

You will be contacted prior to your delivery to confirm:

- Day of delivery
- AM / PM delivery time frame

For an installation ensure that all water and power connections are in place, and these are within 1.5 metres of the rear of the appliance.

Should you have any queries or require a change to your delivery, please call the Customer Care Centre on **1300 4 MIELE (1300 464 353)**. If a delivery date has not been confirmed, please call 7 days prior to your requested delivery date or at your earliest convenience.

On the day of your delivery



You will receive a call from one of our drivers half an hour prior to your delivery.

Our delivery vehicles are identifiable by our red corporate paintwork and sign writing. In most instances our delivery crew consists of two people. Our drivers have a Miele uniform and will make themselves known to you.

Should there be any delay in the delivery time frame our delivery staff will attempt to contact you to advise of the delay.

Upon delivery it is important that you check all items for correctness or damage. We do require that customers complete the “Proof of Delivery” area which includes:

- Date
- Customer name
- Signature
- Number of items received
- Drivers License (if a tradesperson is signing for the goods on your behalf)

Preparation for your delivery

- Ensure that there is clear access for our delivery crew and their trolleys to the delivery point
- This includes cars, trailers etc in the driveway
- Where floor protection is important please have covers handy
- Ensure that pets are controlled and are not in harms way during the delivery process

Payment

All goods must be fully paid for prior to our delivery. Our drivers are under strict instructions not to accept payments of any kind.

The methods in which you can pay is by either credit card, cheque, direct deposit or cash in person at the point of sale, or at one of our Centres. Please note if you choose the direct deposit option that it will take 24 hours to be received.

All appliance orders must be paid in full within 180 days of the order placement date and delivered within 12 months of the order placement date.

Unattended Premises

Miele will not deliver to premises that are unattended under any circumstances. A responsible person over the age of 18 must be available to escort our drivers and sign for the goods, or a responsible neighbour can be nominated by you.

If tradesmen are present only, then they must be prepared to sign for the goods and provide their driver's licence details.

If someone is unable to sign for the goods, the goods will be taken back to the warehouse and delivered another day at a further cost to you.

What services our delivery staff cannot provide

Miele believes the health and safety of their delivery teams is paramount, therefore we cannot do the following:

- Remove their safety boots / shoes
- Re-deliver old products to another address
- Provide electrical, carpentry or plumbing works of any kind
- Remove doors or other fixtures
- Adjust or work on any existing appliances
- Modifying cabinetry except to provide an inlet for the water proof system
- Lift any heavy items over obstructions, through windows to complete the delivery

Installation of your appliance(s)

Miele can provide an installation service for the following appliance types only:

- Dishwashers
- Laundry
- Refrigeration (not integrated)

Installation charges are applicable and Miele will only install at the point of delivery. If you request delivery and then later require installation, this service may be performed by alternative installers or will attract additional charges.

- Installation services will only occur if accessibility to the home can be achieved safely and without risk to injury, damage to property and/or damage to appliance(s).
- Please ensure that the area where the appliance will reside is without hindrances

Note: Our drivers are trained to install the Miele laundry / dishwasher and refrigeration range, however they are not plumbers or electricians and this type of work cannot be performed by them.

The water valve (tap) must be $\frac{3}{4}$ inch male thread.

The electrical and inlet water connections must be within 1.5 metres of the appliance.

Plinth installation

Plinth installations should only proceed on concrete or cemented bricked plinths. The unit/s must be secured against slippage via retaining clips. Freestanding besser blocks or bricks are not an acceptable form of plinth, and Miele will not install upon them.

Further installations of washer / dryer stacked on a plinth are prohibited.

Raised surface installations (cupboard / bench-top)

Raised surface installations should only proceed on concrete or bricked surfaces and the unit must be secured against slippage via retaining clips. No other raised surface installs should proceed or be completed.

Disposal of old appliance

Installation does not include the disposal of the old appliance. Should you require this service it can be added to your order for an additional cost.

Miele and its Service partners should not facilitate the installation of a product where the install is likely to lead or result in injury or other to the end consumer or the Service partner employees. This position remains unaffected where the customer or their agent may request for the installation to be completed.

Miele

Miele Experience Centre Doncaster

Shop 1136/7, Westfield
Doncaster
619 Doncaster Road, VIC
3108

Miele Experience Centre South Melbourne

206-210 Coventry Street
South Melbourne VIC 3205

Miele Partner Centre

509 Nepean Highway
Brighton VIC 3186

Miele Experience Centre and Office Sydney

3 Skyline Place
Frenchs Forest NSW 2086

Miele Experience Centre

Lower Ground Food Hall
David Jones
Elizabeth St. Store 86-108
Castlereagh Street Sydney
NSW 2000

Miele Partner Centre

90-98 Victoria Rd
Drummoyne NSW 2047

Miele Experience Centre Brisbane

63 Skyring Terrace
Newstead QLD 4006

Miele Experience Centre Gold Coast

Brickworks Centre
131 Ferry Road
Southport QLD 4215

Miele Experience Centre and Office Perth

205-207 Stirling Highway
Claremont WA 6010

Miele Experience Centre and Office Adelaide

83-85 Sir Donald Bradman Dr
Hilton SA 5033

Miele Partner Centre

620 Cross Rd
Plympton Park SA 5038

Miele Australia Pty.Ltd.

ACN 005 635 398 | ABN 96 005 635 398

Head Office: PO Box 4084

Auburn South VIC 3122

Sales Telephone: 1300 4 MIELE (1300 464 353)

www.miele.com.au

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