

## 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.*

## 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

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

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- Unpacking and preparing the appliance for installation
  - Collection and removal of all packing materials
  - Inspection of the appliance(s) for any existing damage or defects
  - Connection of the appliance(s) to existing electric, and or water services (Electrical and water inlets must be within 1.5 m of the products)
  - Insertion of the appliance(s) into the niche/cavity
  - Levelling and securing of the appliance(s)
  - Product testing to ensure satisfactory performance
  - Collection and disposal of existing appliance(s) (excluding refrigeration) on request. Note additional charges apply for this service.
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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.*

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**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.

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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.

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**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.

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*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 Knoxfield**

1 Gilbert Park Drive  
Knoxfield, VIC 3180

## **Miele Experience Centre South Melbourne**

208-210 Coventry Street  
South Melbourne  
VIC 3205

## **Miele Experience Centre and Office Sydney**

3 Skyline Place  
Frenchs Forest  
NSW 2086

## **Miele Office Brisbane**

39 Harvey Street North  
Eagle Farm, QLD 4009

## **Miele Experience Centre and Office Adelaide**

83-85 Sir Donald  
Bradman Drive  
Hilton, SA 5033

## **Miele Experience Centre Brisbane**

Shop 4,  
63 Skyring Terrace  
Newstead, QLD 4006

## **Miele Experience Centre and Office Perth**

205-207 Stirling Highway  
Claremont, WA6010

## **Miele Experience Centre Gold Coast**

131 Ferry Road  
Southport, QLD 4125

## **Miele Australia Pty.Ltd.**

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