

Miele Home Delivery and Installation Service

Before your delivery or installation

You will receive an SMS from Miele 3 days prior to delivery with information about the delivery of your appliance(s).

If you need to **reschedule your delivery/installation**, please follow the link for your delivery information in the Miele SMS and reschedule your delivery date. You can also access the [Miele Delivery Portal \(www.delivery.miele.com.au\)](https://www.delivery.miele.com.au) via a link in your confirmation email to reschedule your delivery. You will require your customer and order numbers found in the delivery information, or on your order confirmation pdf.

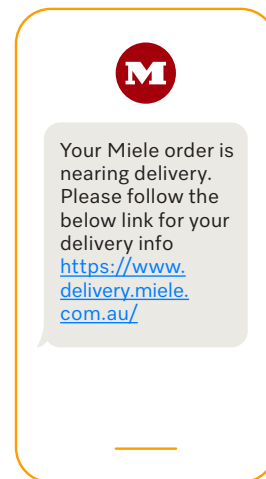
You will receive another SMS by 2pm the day before your delivery from the transport team with the 3-hour window we will be arriving in.

You will need to make sure the entry way into your home is clear for our delivery staff and their trolley, that there is enough space to park our truck, and that you have notified Miele if you have any of the following:

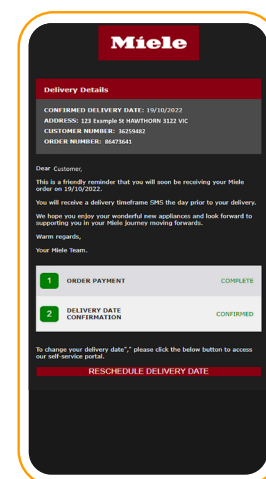
- Street parking not available, has less than 10.5m space or is not within 100m of your address
- Narrow street access less than 3.2m wide, including parked cars
- Multiple flight of stairs and/or tight turns
We are unable to go up spiral staircases, please call Miele to discuss
- Steep or difficult driveway
- Driveway is less than 3.2m wide
- Narrow doorway and/or staircase less than 75cm
- Loading bay less than 3.8m high
- Business or construction site
- One way street
- Delivery to back of property only
- Gated premises
- Other hazardous works are being carried out at the premise
- Hazardous materials/substances located at the premise

Collection and disposal of existing appliance(s) (excluding refrigeration) can be provided for an additional charge, please contact the Miele Customer Care team on **1300 4 MIELE (1300 464 353) or 0800 464 353 for NZ customers.**

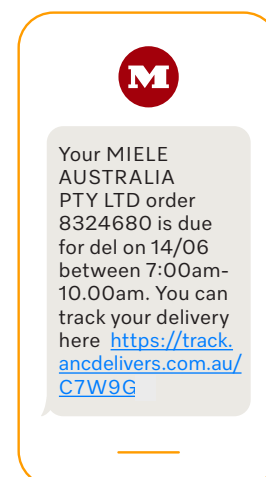
3 days before delivery (AUS)



Delivery information



Day before delivery

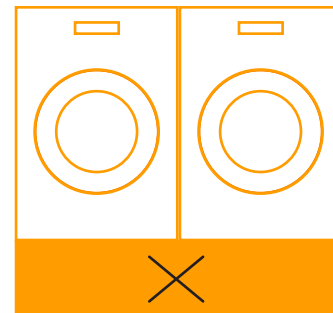


Installation checklist

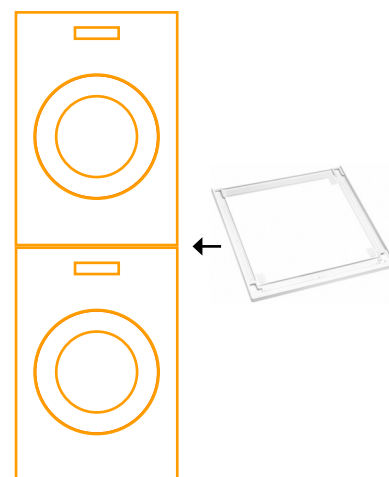
Miele provide a high-quality installation of our washing machines, dryers, dishwashers, and freestanding refrigeration. To ensure a smooth and trouble-free installation please check the specifications of your appliance(s) on the Miele website [Products \(miele.com.au\)](https://www.miele.com.au) (In the 'Product details' tab of your appliance) and the following points:

- ✓ Access to point of installation is clear.
- ✓ ¹No installation onto plinths or raised surfaces of any height unless it is a Miele plinth.
- ✓ ² If you're purchasing a washing machine and/or dryer and wish to have them stacked, then the correct Miele Stacking Kit must be purchased. Refer to the Miele website & note that Miele products cannot be stacked with non-Miele products.
- ✓ All cut outs, cabinetry and safety clearance requirements are correct based on your appliance's specifications, which are found on the Miele website [Products \(miele.com.au\)](https://www.miele.com.au). You can find the size of the appliance(s) on the product page under 'Product Details' tab – Technical Data.
- ✓ ³ A cut out for the water inlet must be at least a 76mm hole, or at least 76x30mm rectangle for the anti-flood protector to fit through. We have tools to make a round hole, but if it is unsafe to do so with water pipes or electrical cables nearby, then you may need to have a plumber or electrician drill the hole safely.
- ✓ ⁴ Ensure the drain spigot is open and the drain is no more than 2.5 meters away from the installation point.
- ✓ ⁵ Taps are working and are $\frac{3}{4}$ inch in size. There should be nothing in front of the taps for at least 120mm so that the anti-flood device will fit. The water inlet hoses are 1.5 meters and the taps must be close enough for the hoses to reach. If the tap is not $\frac{3}{4}$ inch, you can have a plumber connect a coupler/converter to make it $\frac{3}{4}$ inch before our arrival.
- ✓ ⁶ If connecting to hot water, the water temperature must not exceed 60°C.
- ✓ Remove any inlet extension hoses. Miele cannot connect to these, and they can affect the anti-flooding device.
- ✓ ⁷ The power cable is 1.5 meters long and your power outlet must be close enough for the cable to reach (Power boards or extension leads cannot be used). The power outlet cannot be inside the cavity where the appliance will be installed. The power outlet cannot be below the taps. The power outlet cannot be in front of or below where the inlet hose will be. See image.
- ✓ Check we can easily remove your old appliance from its current position without any obstructions such as raised floors, kickboards, cabinetry, or benchtops and if it is on a raised surface or plinth, bring it down onto the ground as we cannot remove anything from a surface higher than 5cm.
- ✓ If you're unable to meet the plumbing, electrical or cabinetry requirements, you must have a plumber, electrician or cabinet maker complete the changes prior to installation.

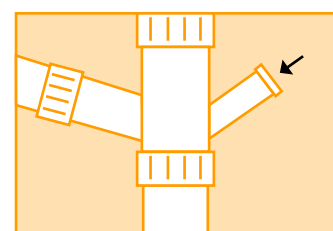
No plinths or raised surfaces¹



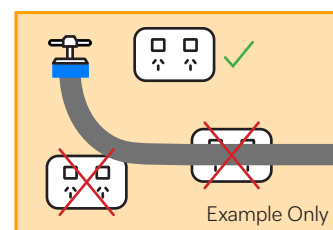
Miele Stacking kits²



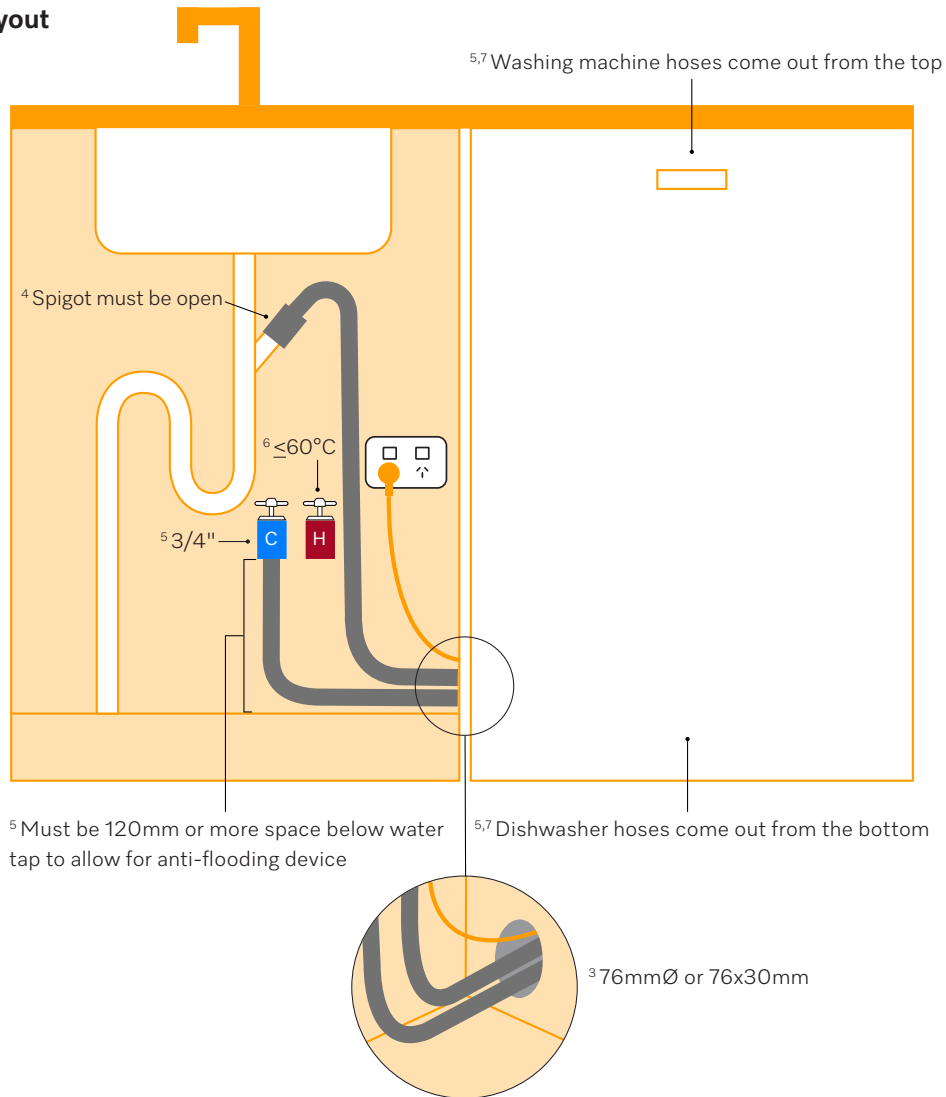
Drain Spigot⁴



Power Outlet⁷



Cabinetry layout



Installation Inclusions

- ✔ A delivery staff member will check that everything on the installation checklist has been met, and if they find that one or more of the above are evident, then the installation may not proceed.
- ✔ Unpacking and preparing the appliance for installation.
- ✔ Inspection of the appliance(s) for any existing damage or defects.
- ✔ Connection of the appliance(s) to existing electric and/or water inlets within range.
Miele installation staff carry some basic accessories such as hose clamps, joining connectors and drain hoses (1.5 meters) free of charge to complete the installation.
- ✔ Placement of the appliance(s) into the niche/cavity.
- ✔ Levelling and securing of the appliance(s).
- ✔ Product testing to make sure your newly installed appliance(s) are working properly.
- ✔ Fitting of either Miele or customer door and fascia for integrated dishwashers.
- ✔ Collection & removal of all packing materials and cleaning any mess that was created during installation.
- ✔ Demonstration on how to use the appliance(s).

On the day of your delivery or installation

You will receive a call from one of our drivers 30 minutes before your delivery and an SMS from the transport team with a link to track the vehicle when they are on their way to your address. If there is a delay in the delivery time frame our staff will contact you to let you know.

Please note:

- ✓ No one under the age of 18 can accept delivery.
- ✓ Your full name and signature are needed as proof of delivery or installation, and you may be asked to show your identification documents.
- ✓ If you need floor protection, please have your own covers ready.
- ✓ Make sure that any pets are monitored and are not in harm's way during delivery and installation.

Our delivery staff cannot:

- ✗ Deliver appliances to an address other than on the delivery docket.
- ✗ Remove their safety boots/shoes or put any foot coverings over them as this is a safety risk.
- ✗ 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 waterproof system.
- ✗ Lift any heavy items over anything blocking the way or through windows to complete the delivery.
- ✗ Install appliances when they have been booked for delivery only.

If we cannot complete your delivery, then all products will be taken back to the warehouse and delivered another day, which will incur a redelivery fee of \$95. Delivery may not take place if:

- ✗ No one is home or on site over the age of 18 to accept delivery.
- ✗ There is an issue with property access.
- ✗ The address listed as the delivery address is incorrect.

If we cannot install your appliance due to plumbing, electrical, cabinet or any other issues mentioned in this document that needed to be completed before our arrival, then we will leave the appliances at your premise to be installed by a plumber of your choosing. Your installation fees will be refunded since installation was not completed. You can find a list of Miele Service Partners on Miele.com.au under Customer Support, or click

[Find a Miele Partner](#) | [Customer Support](#) | [Miele Australia](#)

Customer Support > Find a Miele Partner > Service Partner

The screenshot shows the Miele website interface for finding a service partner. At the top, there's a navigation bar with 'Home', 'Products', 'Shop', 'Promotions & Events', and 'Customer Support'. Below this, there's a search bar and a 'Find a Miele Partner' section. The search criteria are: 'Miele Experience Centre' (radio button), 'Major appliance agent' (radio button), and 'Floorcare stockist' (radio button). Under 'Product groups (optional)', there are checkboxes for 'Laundry', 'Dishwashing', 'Refrigeration', 'Cooking', 'Floorcare', and 'ArtLine'. The 'Service partner' option is selected.

If you have any questions or would like more information, please visit our website (miele.com.au) or call the Miele Customer Care Centre on **1300 4 MIELE (1300 464 353)** or **0800 464 353 for NZ customers** and quote your order or customer number.