

**Miele**



# Service Fees



## **Miele Experience Centres**

Vancouver  
Calgary  
Toronto  
Yorkdale (Toronto)  
Montreal  
Sherway Gardens

[MieleCentre.ca](http://MieleCentre.ca)

## **Customer Care**

1-833-MY-MIELE  
(1-833-696-4353)  
[customercare@miele.ca](mailto:customercare@miele.ca)

Updated January 1, 2024.  
Prices subject to change  
without notice.

[miele.ca](http://miele.ca)

Service Fees	Miele Pricing
<p><b>Out of warranty service</b> Billable to consumer (includes a 6 month warranty on labour and installed parts only, additional parts required on subsequent visits for the originally requested repair during the 6 month warranty period are billable to the consumer). For appliances excluding MasterCool products and Ranges.</p>	<p><b>\$299.00</b> flat service rate (not inclusive of required parts)</p>
<p><b>Out of warranty service (MasterCool products and Ranges)</b> Billable to consumer (includes a 6 month warranty on labour and installed parts only, additional parts required on subsequent visits for the originally requested repair during the 6 month warranty period are billable to the consumer).</p>	<p><b>\$309.00</b> flat service rate (not inclusive of required parts)</p>
<p><b>Additional appliance</b> Serviced on site during primary service appointment – Billable to consumer (includes a 6 month warranty on labour and installed parts only, additional parts required on subsequent visits for the originally requested repair during the 6 month warranty period are billable to the consumer)</p>	<p><b>\$199.00</b> flat rate (not inclusive of required parts)</p>
<p><b>Support Technician</b> Required for billable service work to be completed safely (Typically for larger appliances or to complete work that is awkward based on location of install, etc.)</p>	<p><b>\$189.00</b> (Labour only)</p>
<p><b>Travel charges</b> In areas outside of Miele service area(s). Please refer to the terms and conditions of your sale at <a href="http://www.miele.ca">www.miele.ca</a> or contact us at 1.800.565.6435 for further details.</p>	<p><b>\$60 per 30 minutes of travel</b> (Applies to all service work both in and out of warranty)</p>
<p><b>Maintenance Exclusive Care Category A</b> (Applies to built in coffee, Dishwasher and Laundry)</p>	<p><b>\$199.00</b> (per single appliance scheduled)</p>
<p><b>Maintenance Exclusive Care A+2</b> (Any additional category A appliance while completed on site at time of initial appliance maintenance)</p>	<p><b>\$99.00</b> (per additional appliance in this category and completed during same scheduled visit for initial maintenance)</p>
<p><b>Maintenance Exclusive Care Category B*</b> (Refrigeration appliance)</p>	<p><b>\$109.00</b> (per appliance and must be completed while on site completing additional Maintenance or service work)</p>
<p><b>Maintenance Exclusive Care B+2*</b> (Any additional refrigeration appliance)</p>	<p><b>\$49.00</b> (per additional appliance in this category and must be completed while on site completing additional Maintenance or service work)</p>

\*B category maintenance is only available if completed during a Category A maintenance or existing Service Call