



# 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)

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Prices subject to change  
without notice.

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

Service Fees	Miele Pricing
<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.	<b>\$319.00</b> flat service rate (not inclusive of required parts)
<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).	<b>\$329.00</b> flat service rate (not inclusive of required parts)
<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)	<b>\$249.00</b> flat rate (not inclusive of required parts)
<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.)	<b>\$209.00</b> (Labour only)
<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.	<b>\$75 per 30 minutes of travel</b> (Applies to all service work both in and out of warranty)
<b>Maintenance Exclusive Care Category A</b> (Applies to built in coffee, Dishwasher and Laundry)	<b>\$219.00</b> (per single appliance scheduled)
<b>Maintenance Exclusive Care A+2</b> (Any additional category A appliance while completed on site at time of initial appliance maintenance)	<b>\$119.00</b> (per additional appliance in this category and completed during same scheduled visit for initial maintenance)
<b>Maintenance Exclusive Care Category B*</b> (Refrigeration appliance)	<b>\$129.00</b> (per appliance and must be completed while on site completing additional Maintenance or service work)
<b>Maintenance Exclusive Care B+2*</b> (Any additional refrigeration appliance)	<b>\$69.00</b> (per additional appliance in this category and must be completed while on site completing additional Maintenance or service work)

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