



Service Fees



Miele Experience Centres

Vancouver
Calgary
Toronto
Yorkdale (Toronto)
Montreal
Sherway Gardens

MieleCentre.ca

Customer Care

1-833-MY-MIELE
(1-833-696-4353)
customercare@miele.ca

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Prices subject to change
without notice.

miele.ca

Maintenance Fees

Maintenance Packages	Miele Pricing
Maintenance Exclusive Care Category A (Applies to Built-in Coffee, Dishwasher and Laundry)	\$229.00 (per single appliance scheduled)
Maintenance Exclusive Care A+2 (Any additional category A appliance while completed on site at time of initial appliance maintenance)	\$129.00 (per additional appliance in this category and completed during same scheduled visit for initial maintenance)
Maintenance Exclusive Care Category B* (Refrigeration appliance)	\$139.00 (per appliance and must be completed while on site completing additional Maintenance or service work)
Maintenance Exclusive Care B+2* (Any additional refrigeration appliance)	\$79.00 (per additional appliance in this category and must be completed while on site completing additional Maintenance or service work)
Maintenance Exclusive Care III AA (Any 3 qualifying appliances)	\$409.00 (per Maintenance package scheduled)
Maintenance Exclusive Care III BB (Any 4 qualifying appliances)	\$519.00 (per Maintenance package scheduled)
Maintenance Exclusive Care III CC (Any 5 qualifying appliances)	\$619.00 (per Maintenance package scheduled)
Maintenance Exclusive Care III MM (Any 6 qualifying appliances)	\$729.00 (per Maintenance package scheduled)
Maintenance Exclusive Care III A+A (for additional appliance add-on)	\$89.00 (per additional appliance add-on)

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

Service Fees

Service Packages	Miele Pricing
Out of Warranty Service 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.	\$329.00 flat service rate (not inclusive of required parts)
Out of Warranty Service (MasterCool products and Ranges) 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).	\$339.00 flat service rate (not inclusive of required parts)
Additional Appliance 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)	\$259.00 flat rate (not inclusive of required parts)
Support Technician 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.)	\$219.00 (Labour only)
Travel Charges In areas outside of Miele service area(s). Please refer to the terms and conditions of your sale at www.miele.ca or contact us at 1.800.565.6435 for further details.	\$85 per 30 minutes of travel (Applies to all service work both in and out of warranty)