

25-year warranty on the motor for washing machines, tumble dryers and washer-dryers

Miele & Cie. KG, Carl-Miele-Strasse 29, 33332 Guetersloh, Germany is granting the purchaser an additional 25-year warranty on the motor for washing machines, tumble dryers and washer-dryers. The warranty on the motor applies in addition to the Miele appliance warranty and the statutory warranty rights with respect to the seller (which the purchaser can exercise free of charge) without restricting these. The warranty conditions outlined below apply exclusively to new appliances.

I. Duration and commencement of the warranty period

1. The warranty on the motor is granted for a period of 25 years, provided the motor is used as intended.
2. The warranty period commences on the purchase invoice date of the appliance.

Warranty services and spare parts deliveries to meet warranty claims do not result in an extension of the original warranty period.

II. Prerequisites for the warranty

1. The 25-year warranty on the motor applies exclusively to washing machines, tumble dryers and washer-dryers from the domestic range used in a domestic setting. Professional machines and Little Giants are excluded.
2. The appliance was purchased through an authorised dealer or directly from Miele in a country within the European Economic Area, Switzerland or the United Kingdom of Great Britain and Northern Ireland on or after 01.10.2025 and is also installed in one of these countries.
3. The motor warranty was activated within the appliance warranty period by registering the appliance via the Miele website <https://www.miele.com/en/com/activate-your-miele-motor-warranty-malta-7714.htm>. Following successful activation, you will receive confirmation along with these motor warranty conditions in the form of an e-mail sent to the e-mail address provided with the registration.
4. A claim under the warranty must be made via a service agent authorised by Miele.
5. Proof of warranty (purchase invoice) and confirmation of its activation (confirmation e-mail) must be produced at the request of the service technician.

III. Content and scope of the warranty

1. Following notification by the purchaser, motor defects will be remedied within a reasonable period of time at no charge, at our option either through repair or replacement of the motor or the affected motor parts. Costs incurred in this process including transportation, call-out costs, labour and the cost of spare parts will be borne by Miele & Cie. KG. Replaced parts or appliances are the property of Miele & Cie. KG.
2. The warranty does not cover any further claims for damage against Miele & Cie. KG, unless an authorised service agent commissioned by Miele & Cie. KG acts with intent or gross negligence.

IV. Restriction of the warranty

Faults or defects resulting from the following are not covered by the warranty:

1. Improper installation, e.g. non-compliance with relevant safety regulations and written operating and installation instructions
2. Improper use and operation such as the use of unsuitable detergents or chemicals

3. Deviating specifications of an appliance purchased in another country of the European Economic Area, Switzerland or the United Kingdom of Great Britain and Northern Ireland, as a result of which the appliance cannot be used or can only be used with restrictions
4. External factors such as damage caused through transportation, impact or jolting, inclement environmental conditions or natural phenomena
5. Repairs or modifications not performed by service agents trained and authorised by Miele
6. Failure to use genuine Miele spare parts or accessories authorised by Miele
7. Current or voltage fluctuations which exceed or drop below the tolerances stipulated by Miele

V. Data protection

Miele & Cie. KG collects and processes personal data as part of the provision of services. Further information on data processing can be consulted in the privacy notice at <https://www.miele.com/en/com/data-protection-2074.htm#p2625>.

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