



Total Protection Plan

Miele
PROFESSIONAL

Prices valid from May 2007



Miele peace of mind

The Miele name is synonymous with the highest standards of quality and reliability. Our investment in design and technology ensures that all Miele commercial equipment has been built to work economically and efficiently, even in the most demanding working environments.

Because you rely on Miele commercial machines day in and day out, you know that downtime is costly and inconvenient. Miele reliability is well known. However, the Miele Total Protection Plan gives you that extra reassurance by providing the option of either two or four years parts and labour cover beyond the initial guarantee period.

Full Parts and Labour Cover - the scheme covers all parts and labour with nationwide service cover carried out by Miele's own engineers or Miele trained, authorised service dealers.



Underwritten by

Allianz 



CERTIFICATE OF INSURANCE - PART 1

(Only valid when your Certificate of Insurance Part 2 is attached)

A Certificate of Insurance Part 2 will be sent to you by
Allianz Schemes.

Please keep both documents together in a safe place.

If you need to make a claim you will be required to show these to the repairer.

During the manufacturer's guarantee period, repairs will be carried out free of charge by the manufacturer or an authorised Miele Service Dealer. Breakdown Insurance Cover will provide protection against repair bills following the expiry of the manufacturer's guarantee period.

YOUR PRODUCT IS COVERED FOR

Mechanical Breakdown repair costs if your product breaks down up to the original price paid for it. The maximum claim amount we will pay will be based on the following:-

Maximum Depreciation Values

Complete years since purchase date	Max.depreciation value (% of original price)
0-1	100%
1-2	90%
2-3	80%
3-4	70%
4-5	60%

e.g. If your appliance cost £300 and is between 2 and 3 years old the most we would pay towards repair or replacement is $£300 \times 80\% = £240$. If the product is declared uneconomical to repair, a negotiated settlement within the above limits will be made.

This insurance policy will automatically cancel at the end of the insurance period, as shown on your Certificate of Insurance Part 2, and no renewal will be offered.

YOUR PRODUCT IS NOT COVERED FOR

- Breakdown or damage caused by:
 - Not following the manufacturer's instructions
 - Deliberate damage or neglect of the product
 - The weather such as lightning, flood and high winds
 - Dismantling, transit or re-installation when the product is designed for static use only
 - Electricity, gas, oil and water which is incorrectly supplied or not supplied at all
 - Defects in external wiring or cable
 - Incorrect or faulty installation
 - Plugs and fuses
 - Limescale or any other effects of water
 - Accidents
- Repair costs for:
 - Work which relates to a manufacturer's recall of the product
 - Damage to disposable items such as batteries, styli, light bulbs, and linen covers for rotary ironers
 - Damage to non working parts such as cabinet trim and fittings
 - Damage caused by denting, scratching, chipping, staining, rust, corrosion or wear and tear
 - Repairs carried out by persons not authorised by the Insurers
 - Damage caused by foreign objects or substances not normally related with the product
 - Adjustment to product controls
 - Cleaning or descaling your product
 - Plumbing not forming part of the product
- Call out charges where a fault cannot be found with the product
- Any loss suffered as a result of not being able to use the product, or any loss other than the repair or replacement cost of the product

ARE THERE ANY OTHER LIMITATIONS?

- This Agreement is limited to products bought and used in the UK
- Unless we agree otherwise:
 - the language of the policy and all communications relating to it will be English; and
 - all aspects of the policy, including negotiation and performance, is subject to English law and the decisions of English courts.
- You cannot transfer the insurance to someone else without our permission.
- If a settlement is made because the product is considered uneconomical or not possible to repair, then
 - We may take the product from you and the cover will end and the Certificate of Insurance Part 2 should be returned to Allianz Schemes for cancellation.
- This Insurance will become void in the event of fraud or attempted fraud against us

What to do if your product breaks down

- In the event of a breakdown,
 - check that all services to the appliance are functioning correctly i.e. the electrical supply, the water supply and that the drainage system is clear of blockages
 - The appliance is being used in accordance with the manufacturer's instructions
 - Refer to the self-help section of the operating instructions for the equipment
- If the fault persists, contact Miele Service Department on (01235) 554466 or an authorised Miele Service Dealer, quoting your policy details. It is a condition of this insurance that you use the Miele Service Organisation or a Miele Authorised Service agent for any repairs carried out. N.B. Please advise Allianz Schemes on 0870 241 2410 if the repair bill is likely to cost more than £200, or if repair is either impossible or considered to be uneconomical.

Cancellation

You may cancel this policy within 14 days of receipt of this Certificate of Insurance and, providing no claim has been made that will cause the policy to be cancelled, you will receive a full refund of any premium paid. If you decide to do this you must do so in writing to Allianz Schemes, 6 Vale Avenue, Tunbridge Wells, TN11 1EH quoting your policy number. You must also return Part 2 of your certificate of insurance for cancellation. If you do not cancel within this period the premium becomes due and the policy may run for its full term. There will be no refund of premium due once this policy has run beyond the initial 14 day period.

Complaints Procedure

Our aim is to get it right, first time, every time. If we make a mistake we will try to put it right promptly. We will always confirm to you the receipt of your complaint within five working days and do our best to resolve the problem within four weeks. If we cannot we will let you know when an answer may be expected. If we have not sorted out the situation within eight weeks we will provide you with information about the Financial Ombudsman Service. Please contact us at: Customer Satisfaction Manager, Allianz Schemes, Allianz House, 6 Vale Avenue, Tunbridge Wells, Kent TN11 1EH

Telephone: 01892 703416 Fax: 01892 517994

Email: schemescsm@allianz.co.uk

Using our complaints procedure or referral to the Financial Ombudsman Service does not affect your legal rights.

Financial Services Compensation Scheme (FSCS)

You may be entitled to compensation from the Financial Services Compensation Scheme (FSCS), if Allianz Insurance plc cannot meet their liabilities under this policy. The level of compensation provided by the FSCS is that the first £2,000 of a claim or policy is protected in full, above this threshold, 90% of the rest of the claim or value of unused premiums will be met. Further information is available from the FSCS on 0207 892 7300 or at enquiries@fscs.org.uk

Data Protection Act

The details you supply will be stored and used by Allianz Insurance plc to administer your insurance cover. Your details may be transferred outside of the European Economic Area. They will at all times be held securely and handled with the utmost care in accordance with all the principles of English law. In the event of a claim we may exchange your details with other insurers through various databases to help us check information provided and also to prevent fraudulent claims.

Your details will not be kept for longer than necessary.

NOTICE TO CUSTOMERS

You are advised that any telephone calls made to our Administration and Claims Handling Units may be recorded at random. These recordings may be used to monitor the accuracy of information provided by customers and our own staff. They may also be used to allow additional training to be provided to our staff or to prove that our procedures comply with legal requirements. Our staff are aware that conversations can be monitored and recorded.

This insurance is underwritten by: Allianz Insurance plc.
Registered Office: 57 Ladymead, Guildford, Surrey, GU1 1DB, United Kingdom. Registered in England No. 84638
Allianz Insurance plc is authorised and regulated by the Financial Services Authority (FSA). Allianz Insurance plc authorisation can be confirmed by the FSA by calling 0845 606 1234 or at www.fsa.gov.uk. FSA registration number 121849.

Miele Total Protection Plan Application Form

Complete the details below and send to Allianz Schemes,
Allianz House, 6 Vale Avenue, Tunbridge Wells, Kent. TN1 1EH

SITE ADDRESS

Title	Initials	Surname
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

Company

Address

Postcode

Telephone No.

CORRESPONDENCE ADDRESS (if different from site address)

Title	Initials	Surname
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

Company

Address

Postcode

PRODUCT DETAILS (please see premiums, codes and payment details overleaf)

Number of Products (up to 8) Service Dealer Number

Date of Purchase/Commissioning

Please list each product's details below

Serial No.	Model No.	Premium	Code
1	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
2	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
3	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
4	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
5	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
6	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
7	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
8	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>



Full Parts and Labour Cover

Model Number	3 Year Plan		5 Year Plan	
	Code	Price	Code	Price
PW6055/PW6065	30150101	£169.02	30150401	£521.49
W6073	30150102	£188.54	30150402	£547.53
PW6101	30150103	£285.05	30150403	£723.02
PW6131/PW6161	30150104	£357.28	30150404	£855.35
PT7135/PT7136	30150105	£196.63	30150405	£498.06
T6185	30150106	£211.75	30150406	£633.63
T6251/T6351/PT7251/PT7331/ PT5251/PT5351/PT7401	30150107	£220.70	30150407	£708.55
HM16-80/HM16 - 83	30150108	£120.51	30150408	£391.12
HM21 - 100	30150109	£163.74	30150409	£473.49
G8050	30150110	£255.24	30150410	£738.51
G7855/G7856/G7859	30150111	£315.81	30150411	£972.44
G8066/G8072	30150112	£507.36	30150412	£1,534.24

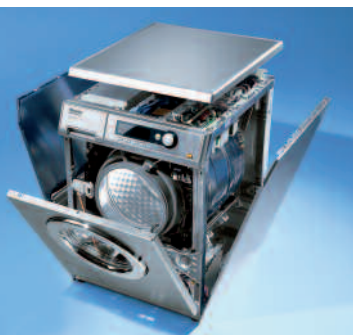
(period of cover including manufacturer's guarantee)

Prices valid from May 2007

Prices are per single machine and are inclusive of Insurance Premium Tax.

PAYMENT METHOD

Please send a cheque made payable to Allianz Insurance plc, to Allianz Schemes, Allianz House, 6 Vale Avenue, Tunbridge Wells, Kent. TN1 1EH.



The Miele Total Protection Plan is inclusive of the 12 months manufacturer's guarantee and is offered conditional to acceptance within 28 days of invoicing/commissioning by Miele or their authorised dealer.



Count on Miele expertise



In the commercial environment, downtime is more than just an inconvenience. It can threaten the smooth running and cost of your operation, so keeping equipment functioning is our prime objective.

Our fully trained engineers provide maintenance cover nationwide. So, no matter where you are in the UK, expert assistance is only a phone call away. And, because you depend on your Miele equipment, we will get an engineer to you promptly to minimise inconvenience.

Regular technical training ensures that every engineer is familiar with the complete Miele range of commercial machines.

So, in the unlikely event of a fault, you can rest assured that your machine will be repaired and serviced by experts.

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Miele Company Limited, Fairacres, Marcham Road, Abingdon, Oxon OX14 1TW.

Tel: (01235) 554455. Fax: (01235) 554477

www.miele-professional.co.uk