

Repair Rates, Health, Safety and Security Guidelines

Repair Rates

In some areas we may use an approved service partner, in which case you will be called directly by the service partner to arrange a day and a timeslot for your engineer visit. For these visits, you are entering into a contract directly with the service partner and other pricing structures and charges may apply.

If the service order is carried out by our own technician and the unit is outside the manufacturer's warranty period, fault is not covered under warranty terms and conditions; all in addition to your rights and remedies under the Australian Consumer Law the following charges (including GST) will apply:

Manufacturer's warranty terms and conditions: <https://www.siemens-home.bsh-group.com.au/customer-service/warranty>

- **Call-out Fee:** \$185.00 per Service Order, Includes 30 minutes labour.
- **Labour:** \$55.00 (30 minutes labour included in \$185.00 fee) \$11.00 {charged in 6 minute intervals}* after the first initial 30 minutes
- **Parts:** As required for the repair, the Technician will discuss this with you and can provide a Cost Estimate on request
- **Misc.:** Any miscellaneous fees not covered by other charges and may include items such as an Electrical Safety Test, sealants, screws, lubricants, etc.

* Please note if the repair is completed within the first 30 minutes of a visit, there will be no labour charge. If the repair takes longer than 30 minutes, labour will be charged there after the first 30 minutes of the Technician's arrival time.

Note:

- Call Out will only be applied to Field Service Orders (All).
- Call Out will only ever be charged once per Service Order regardless of the number of visits to resolve the Service Order.
- Call Out may only be excluded for linked Service Orders on the same day where the Call Out was charged on the first Service Order.
- Labour is charged in 6 minute intervals which equates to \$110.00 per hour as an hourly rate.
- Labour is not charged if the repair is completed within 30 minutes of starting a Field Service Order.
- If the repair takes longer than 30 minutes, then labour will be charged there after the first 30 minutes of the Technician's arrival time.
- Payment is required at the completion of the repair.

Health, Safety, and Security Guidelines

For safety reasons, we require the following:

- Pets be properly confined prior to our technician's arrival.
- An adult be present during the technicians visit.
- Laundry appliances must be unstacked before arrival of the Siemens service technician to complete a service. Please contact us if you are unable to unstack an appliance before making your booking.

Contact us

For any further questions and queries please contact us:

- Phone: 1300 167 425
- Email: customersupport.au@bshg.com