



SIEMENS

Service

Servicekontakte + Garantieberingungen

Service contacts + Warranty conditions

Contacts de service + Conditions de garantie



Directorio de servicios + Condiciones de garantía

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The future moving in.

Siemens Home Appliances

Service world-wide Central Service Contacts

AE United Arab Emirates, الإمارات العربية المتحدة BSH Home Appliances FZE Round About 13, Plot Nr MO-0532A Jebel Ali Free Zone - Dubai Tel.: 04 881 4401* mailto:service.uae@bshg.com www.siemens-home.bsh-group.com/me *Sun-Thu 8am to 5pm (exclude public holidays)	ES España, Spain En caso de avería puede ponerse en contacto con nosotros, su aparato será trasladado a nuestro taller especializado de cafeteras. BSH Electrodomésticos España S.A. Servicio Oficial del Fabricante Parque Empresarial PLAZA, C/ Manfredonia, 6 50197 Zaragoza Tel.: 976 305 714 mailto:CAU-Siemens@bshg.com www.siemens-home.bsh-group.es	MT Malta Aplan Limited The Atrium The Atrium Mriehel by Pass BKR3000 Birkirkara Tel.: 025 495 122 mailto:services@theatrium.com.mt
AT Österreich, Austria BSH Hausgeräte Gesellschaft mbH Werkskundendienst für Hausgeräte Quellenstrasse 2a 1100 Wien Online Reparaturannahme, Ersatzteile und Zubehör und viele weitere Infos unter: www.siemens-home.bsh-group.at Reparaturservice, Ersatzteile & Zubehör, Produktinformationen Tel.: 0810 550 522* mailto:vie-stoerungsannahme@bshg.com *Wir sind an 365 Tagen von 07:00 bis 22:00 Uhr für Sie erreichbar.	FR France BSH Electroménager S.A.S. 26 ave Michelet - CS 90045 93582 SAINT-OUEN cedex Service interventions à domicile: 01 40 101 200 Service Consommateurs:  0 892 698 110 Service 0.40 € / min + prix appel Service Pièces Détachées et Accessoires:  0 892 698 009 Service 0.40 € / min + prix appel mailto:serviceconsommateur.fr@siemens-home.bsh-group.com www.siemens-home.bsh-group.fr	NL Nederland, Netherlands BSH Huishoudapparaten B.V. Taurusavenue 36 2132 LS Hoofddorp Storingsmelding/Onderdelenverkoop Tel.: 088 424 4020 mailto:siemens-contactcenter@bshg.com mailto:siemens-onderdelen@bshg.com www.siemens-home.bsh-group.nl
AU Australia BSH Home Appliances Pty. Ltd. Gate 1, 1555 Centre Road Clayton, Victoria 3168 Tel.: 1300 167 425* mailto:aftersales.au@bshg.com www.siemens-home.bsh-group.com/au *Mon-Fri 24 hours	GB Great Britain BSH Home Appliances Ltd. Grand Union House, Old Wolverton Road, Wolverton Milton Keynes MK12 5PT To arrange an engineer visit, to order spare parts and accessories or for product advice please visit www.siemens-home.bsh-group.com/uk Or call Tel.: 0344 892 8999* *Calls are charged at the basic rate, please check with your telephone service provider for exact charges.	PT Portugal BSHP Electrodomésticos, Sociedade Unipessoal Lda. Rua Alto do Montijo, nº 15 2790-012 Carnaxide Tel.: 214 250 720 mailto:siemens.electrodomesticos.pt@bshg.com www.siemens-home.bsh-group.com/pt
BE Belgique, België, Belgium BSH Home Appliances S.A. - N.V. Rue Picard 7, box 400, Picardstraat 7, box 400 1000 Bruxelles - Brussel Tel.: 02 475 70 02 mailto:bru-repairs@bshg.com www.siemens-home.bsh-group.com/be	IE Republic of Ireland BSH Home Appliances Ltd. M50 Business Park, Ballymount Road Upper, Walkinstown Dublin 12 To arrange an engineer visit, to order spare parts and accessories or for product advice please call Tel.: 01 450 2655* www.siemens-home.bsh-group.com/ie *Calls are charged at the basic rate, please check with your telephone service provider for exact charges	ZA South Africa BSH Home Appliances (Pty) Ltd. 96 Fifteenth Road, Randjespark 1685 Midrand - Johannesburg Tel.: 086 002 6724 mailto:bsb@ioplen.co.za mailto:applianceserviceza@bshg.com www.siemens-home.bsh-group.com/za
BH البحرين, مملكة البحرين Bahrain Gas WLL Bldg 725/ Road 117/ Block 701, Sheikh Salman Highway, Tubli-701 Manama Tel.: 01 753 11 11* mailto:info@bahraingas.bh *Sun-Thu 8am to 6pm (exclude public holidays)	IT Italia, Italy BSH Elettrodomestici S.p.A. Via. M. Nizzoli 1 20147 Milano (MI) Tel. 02 412 678 200 mailto:info.it@siemens-home.bsh-group.com www.siemens-home.bsh-group.com/it	
CH Schweiz, Suisse, Svizzera, Switzerland BSH Hausgeräte AG Siemens Hausgeräte Service Fahrweidstrasse 80 8954 Geroldswil Reparaturservice, Ersatzteile & Zubehör, Produktinformationen Tel.: 0848 888 500 mailto:ch-service@bshg.com mailto:ch-spareparts@bshg.com www.siemens-home.bsh-group.com/ch	JO Jordan, الأردن Tahboub Brothers For International Supplies Co. 16 Salim Bin Al Hareth Street P.O. Box 21292, Amman Tel.: 06 586 1555 Fax: (00962) 6 5528925 mailto:service@tahboub.org mailto:crm@tahboub.org www.tahboub.org	
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The conditions below describe the prerequisites and scope of our warranty. The warranty does not affect your statutory rights or the obligations of your retailer and your contract with them. These warranty conditions apply to appliances purchased and operated in the United Kingdom and the Republic of Ireland.

We provide warranty cover for an appliance subject to the following conditions:

- We will rectify defects affecting the appliance which are clearly attributable to material and/or manufacturing faults, provided they are reported immediately after being identified, and within 24 months of the date of purchase or 60 months for registered eligible appliances (the "Warranty Period").
- The warranty will not extend to fragile items such as glass or cosmetic parts or consumable items such as light-bulbs.
- Warranty liability will not be triggered by minor variances from nominal features which are of no significance to the appliance's value or fitness for purpose.
- Service may not be available to all the islands around the UK and Ireland, we reserve the right to offer approved local partners in outlying areas. Please check with your retailer or contact our customer service department if you need more information.
- Warranty provision will be free of charge and we will decide whether this will take the form of a repair or the replacement of the appliance. Please note that replaced parts pass into our ownership.
- Small appliances or vacuum cleaners that can reasonably be transported or posted may need to be handed over or shipped to our customer service centre. All other appliances will be repaired on site.
- A purchase receipt must be presented in each case showing the date of purchase and either the delivery or installation date, the latest date elicits the start of the warranty period.
- It is required that Engineers and Service Partners are given reasonable access when attending to the appliance.
- In the event of a replacement appliance being supplied, we reserve the right to charge an appropriate monetary offset in respect of the period of use already enjoyed.
- We are not obliged to provide a replacement which matches the other appliances in the household. The replacement will be from the local product portfolio.
- The warranty period for spare parts fitted ends with the expiry of the warranty on the appliance as a whole.
- We grant a 12 month warranty on the batteries of the "Power for all" vacuum cleaners.
- We reserve the right to invalidate the warranty.
- If repairs are performed by persons not authorised by us to take such action, or if our appliances are fitted with non-original spare parts, extras or accessories the warranty becomes void.
- Other claims against the warranty in respect of compensation for consequential or associated loss are excluded, except where such liability is legally mandatory.

The Customer will need to contact BSH Customer Service team in any of the following ways so that we can support a claim under warranty:

- Phone us on 0344 8927989 or in ROI on 01-4502655
- Send us an e-mail at MKS-ServiceRequest@bshg.com, or,
- Use our 24 hour online booking tools

Customers can also find BSH contact details in the "Service contacts" booklet enclosed with the appliance.

The provision of services under warranty neither extends the term of the warranty nor sets in motion a new warranty period.

Customers are not entitled to any further claims or claims other than those specified above under this warranty.

If appliances are shipped to and operated in other countries in EU/EFTA or United Kingdom (destination country), the appropriate technical conditions (e.g. voltage, frequency, gas types) are met and the climatic and environmental conditions in the country are suitable and there is no legal restriction (e.g. missing approbation or declaration of conformity), the terms of the warranty of the destination country will apply, provided a local customer service network exists within the destination country which operates at their discretion.

Outside of this geographical area, the warranty will become void with the exception of the United Kingdom where these terms will continue to apply.

Please note that we reserve the right to void the Warranty terms, in the event of physical or verbal abuse towards any member of staff.

We also offer to repair appliances, which fall outside the warranty period on a chargeable basis, this consists of labour call out and charge(s) for spare parts where we deem that appropriate repair can be effected.

We reserve the right to charge for repair work carried out and any spare parts supplied within the Warranty period, which are not covered by the Warranty terms.

Deutsch – German | Garantiebedingungen

Für dieses Gerät gelten die von unserer jeweils zuständigen Landesvertretung herausgegebenen Garantiebedingungen, in dem das Gerät gekauft wurde. Sie können die Garantiebedingungen jederzeit über Ihren Fachhändler, bei dem Sie das Gerät gekauft haben oder direkt bei unserer Landesvertretung anfordern. Darüber hinaus sind diese auch im Internet unter der benannten Webadresse hinterlegt. Für die Inanspruchnahme von Garantieleistungen ist in jedem Fall die Vorlage des Kaufbeleges erforderlich.

English – English | Conditions of guarantee

For this appliance the warranty conditions as set out by our responsible representatives in the country of sale apply. The warranty conditions may be requested at any time from the retailer/ dealer from whom the appliance was purchased or from our representative in the country of sale. In addition, the warranty conditions are also available on the internet on the official brand website. For claims under the warranty, the sales receipt must be provided.

Français – French | Conditions de garantie

Les conditions de garantie applicables sont celles publiées par la représentation de notre entreprise dans le pays où a été effectué l'achat. Vous pouvez vous les procurer sur simple demande chez le revendeur qui vous a vendu votre appareil ou directement chez le distributeur du pays concerné. En cas de recours en garantie, veuillez toujours vous munir de la preuve d'achat.

Español – Spanish | Condiciones de garantía

Para este aparato son válidas las condiciones de garantía dadas por nuestro representante en el país donde lo ha adquirido. Ud. puede solicitar estas condiciones de garantía bien al establecimiento en el que ha comprado el aparato o bien directamente a nuestro representante. También puede obtener esta información en Internet en las webs mencionadas. Para tener derecho a esta garantía es imprescindible presentar la factura de compra.



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FR

**Cet appareil,
ses accessoires et
son cordon
d'alimentation
sont recyclables**

À DÉPOSER
EN MAGASIN



OU

À DÉPOSER
EN DÉCHÈTERIE



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Imported to Great Britain by
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Grand Union House
Old Wolverton Road
Wolverton, Milton Keynes
MK12 5PT
United Kingdom

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