

Miele & Cie. KG
Fairacres
Marcham Road
OX14 1TW

12th August 2026

Subject: Service notice regarding the safe installation of Miele washing machines

Dear Business Partner,

The highest quality is our shared commitment – from product development right through to installation at the end customer's premises. Professional installation, in particular, plays a crucial role in ensuring that customers can use their Miele appliances safely and reliably.

During customer service visits, we have occasionally found that washing machines placed on plinths or raised platforms provided by the customer have not been secured in accordance with the installation specifications.

Due to the design of washing machines, vibrations cannot be completely avoided. Whilst some competitors generally rule out installation on plinths for this reason, Miele's policy is as follows: if appliances are installed on a plinth or raised platform provided by the customer, they must also be securely fastened to the plinth or platform using an MTS floor mounting on the front feet of the appliance, in accordance with the installation instructions. This requirement is also highlighted in the user manual.

This does not apply to Miele under-counter plinths, which have been specially developed for our appliances and, when installed correctly, already ensure the necessary securing.

Since May 2026, we have been including a voucher for a free MTS floor mounting with every washing machine – and subsequently with washer-dryers as well – to make it easier for our customers to comply with this installation requirement.

For the models listed below, compliance with these installation specifications is particularly important due to their specific technical design:

- *WWG880*
- *WEG885*
- *WSG883*

We would ask you to inform customers who have purchased one of the models listed above from you by email or post using the attached letter. This letter once again explains the requirements for installation on a customer-supplied plinth or raised platform. Miele will then be happy to take over further communication with your customers. Our contact details are already included in the letter. Once you have sent this letter, no further action is required on your part for the time being.

Should you wish to support your customers directly through your own customer service team – authorised as a Miele Service Partner (MSP) – as part of this measure, we will be happy to assist you. If necessary, the MTS floor mounting can be installed by your customer service team. The costs

incurred for this will be invoiced in the same way as warranty services. You can obtain further details on this from your Miele contact person.

Please continue to point out during consultations or at the point of sale that washing machines installed on a customer-supplied plinth or raised platform must be secured with an MTS floor mounting in accordance with the installation instructions.

If you have any queries, please contact your Miele sales representative.

Thank you very much for your support.

Yours Sincerely

A handwritten signature in black ink that reads "Jamie Lockey". The script is fluid and cursive.

Jamie Lockey

Sales Director GB