



Warranty Terms for 5-year Extended Warranty Promotion running from 20th March 2024 to 31st March 2025.

These warranty conditions apply to appliances purchased and operated in the United Kingdom and the Republic of Ireland.

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.

From time to time, Siemens may present additional warranties on either products or defined components of a product which are time limited offers.

At time of going to print, these are the eligible models for the current Promotion running from 20th March 2024 to 31st March 2025, we reserve the right to change these products throughout the specified Period.

- To qualify for the free extended warranty, please note that you are required to register the appliance within 3 months of purchasing the product to claim the extended warranty.
- To check if your product qualifies, please contact us on 0344 892 8999, or go online at <https://www.siemens-home.bsh-group.com/uk/customer-service/siemens-warranties> for UK customers or <https://www.siemens-home.bsh-group.com/ie/customer-service/warranty> for IE customers.

List of current eligible models

Category	Model	Range	Category	Model	Range
Laundry	WG56B2ATGB		Cooking	HN978GQB1B	Studioline
Laundry	WG56B2A1GB		Cooking	HB978GNB1B	Studioline
Laundry	WG44B209GB		Cooking	HM976GMB1B	Studioline
Laundry	WM14UP89GB		Cooking	HR976GMB1B	Studioline
Laundry	WG54G2F0GB		Cooking	HB976GMB1B	Studioline
Laundry	WG56G2Z1IE	ExtraKlasse	Cooking	HB974GLB1B	Studioline
Laundry	WG54G210IE	ExtraKlasse	Cooking	HS958KDB1	Studioline
Laundry	WG56G2Z1GB	ExtraKlasse	Cooking	HS958GED1B	Studioline
Laundry	WG54G210GB	ExtraKlasse	Cooking	HS956GCB1B	Studioline
Laundry	WG46G2ZEIE	ExtraKlasse	Cooking	CS958GDD1	Studioline

Postal address: BSH Home Appliances Limited, Grand Union House, Old Wolverton Road, Wolverton, Milton Keynes MK12 5PT, England

Telephone: +44 (0)1908 328 500, Fax: +44 (0)1908 328 599, www.siemens-home.bsh-group.com

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VAT registered number GB108311845; WEEE-Reg.-No. CH0057TS

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Laundry	WG44G209IE	ExtraKlasse	Cooking	CS956GCB1	Studioline
Laundry	WG46G2Z2GB	ExtraKlasse	Cooking	CM978GNB1B	Studioline
Laundry	WG44G209GB	ExtraKlasse	Cooking	CM976GMB1B	Studioline
Laundry	WM14NK09GB	ExtraKlasse	Cooking	CM924G1B1B	Studioline
Laundry	WQ45G2D2GB	ExtraKlasse	Cooking	BV910E1B1	Studioline
Laundry	WQ45G2D9GB	ExtraKlasse	Cooking	EZ977KZY1E	Studioline
Laundry	WG56G2Z0GB		Cooking	EX877NX68E	Studioline
Laundry	WG54G202GB		Cooking	EX807NX68E	Studioline
Laundry	WG46G2Z1GB		Cooking	EX977KXX5E	Studioline
Laundry	WG44G290GB		Cooking	EX878LYV5E	Studioline
Laundry	WI14W302GB		Cooking	EX977NXV6E	Studioline
Laundry	WI14W502GB		Cooking	EX877NYV6E	Studioline
Laundry	WM14N208GB		Cooking	EX677NYV6E	Studioline
Laundry	WM14NK08GB		Cooking	LD98WMM66	Studioline
Laundry	WN54C2ATGB		Cooking	LD88WMM66B	Studioline
Laundry	WD4HU541GB		Cooking	LR29CQS25B	Studioline
Laundry	WN54G1A1GB		Cooking	LR99CQS25B	Studioline
Laundry	WN44G290GB		Cooking	LR97CBS25B	Studioline
Laundry	WN34A1U8GB		Cooking	LC91KWW62S	Studioline
Laundry	WQ46B2CXGB		Cooking	LC97FVW62S	Studioline
Laundry	WQ46B2C9GB		Cooling	GI81NHNE0	Studioline
Dishwashers	SN23EW04MG	ExtraKlasse	Cooling	CI18WP03	Studioline
Dishwashers	SN23HW64CG	ExtraKlasse	Cooling	CI24WP03	Studioline
Laundry	WQ45G209GB		Cooling	CI36TP02	Studioline
Laundry	WT45N203GB		Cooling	CI30BP02	Studioline
Laundry	WQ45G2D9IE		Cooling	CI24RP02	Studioline
Cooling	KG49NXXDF		Cooling	FI24NP33	Studioline
Cooling	KG49N2IDF		Cooling	FI24NP32	Studioline
Cooling	KG49NXIDF		Cooling	CI30RP02	Studioline
Cooling	KG39NXXDFG		Cooling	FI30NP33	Studioline
Cooling	KG39N7ICTG		Cooling	FI30NP32	Studioline
Cooling	KG39NXWDFG		Cooling	KI86NHDF0	Studioline
Cooling	KG39NAIAT		Cooling	KI86NSDD0	Studioline
Cooling	KG39NXIBF		Cooling	KI82LSOE0	Studioline
Cooling	KG39NEXBF		Cooling	KI81RSOE0	Studioline
Cooling	KG36NXXDF		Cooling	KI81FHOD0	Studioline
Cooling	KG33VVIEAG		Cooling	KI82LVFE0	
Cooling	KS36VAXEP		Cooling	KI82LAFF0	
Cooling	KS36VVIEPG		Cooling	KI81RADD0G	
Cooling	GS36NAXFV		Cooling	KI81RADE0G	
Cooling	GS36NAXEP		Cooling	KI81RVFE0G	
Cooling	GS36NVIEV		Cooling	KI81RAFE0G	
Cooling	GS36NVIFV		Cooling	KI81RNSE0G	

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Cooling	KF96RSBEA		Cooling	KI81RVSF0G	
Cooling	KF96DPXEA		Cooling	KI41R2FE1	
Cooling	KF96NAXEAG		Cooling	KI21RVFE0	
Cooling	KF96NVPEAG		Cooling	KI21RNSE0	
Cooling	GI11VAFE0		Cooling	KU22LVFD0G	
Cooling	GU21NVFE0G		Cooling	KU21RVFE0G	
Cooling	GI81NHCE0G		Cooling	KB96NADD0G	
Dishwashers	SN27TI00CE		Cooling	KB96NNSE0	
Dishwashers	SN27YI03CE		Cooling	KI96NVFD0	
Dishwashers	SN25ZI07CE		Cooling	KI96NNSE0	
Dishwashers	SN25ZI49CE		Cooling	KI86NADD0	
Dishwashers	SN23EC03ME		Cooling	KI86NHFE0	
Dishwashers	SN23EC14CG		Cooling	KI86NVFE0G	
Dishwashers	SN23EI03ME		Cooling	KI86NVSE0G	
Dishwashers	SN23HI00MG		Cooling	KI85NNFE0G	
Dishwashers	SN23EW03ME		Cooling	KI87SAFE0G	
Dishwashers	SN23HW00MG		Cooling	GI21VAFE0	
Dishwashers	SN23HI00KG		Cooling	GI81NVVE0G	
Dishwashers	SR23EI28ME				

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 or damage caused by the chemical or electrochemical effects of water and generally by exceptional environmental conditions, inappropriate operating conditions, or the appliance having come into contact with unsuitable materials.
- 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.

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- Small appliances that can reasonably be transported or posted may need to be 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 off set 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 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.

Likewise, no warranty liability will be accepted if the defects stem from transport damage for which we are not responsible, improper installation and assembly, improper use, to also include where an appliance has been used in a non-domestic environment, poor maintenance, or failure to observe operating or assembly instructions.

Where appliances have been installed on boats:

- a. If the electricity is supplied from land (i.e., in the case of house boats) then these warranty conditions apply.
- b. If the electricity on the boat is generated by its engine, then these warranty conditions will not apply.

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 the Siemens Customer Service team in any of the following ways so that we can support a claim under warranty:

- a. Phone us on 0344 892 8999
- b. Send us an e-mail at COG-CallBooking@bshg.com

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c. Use our 24-hour online visit booking tool at <https://www.siemens-home.bsh-group.com/uk/customer-service/repair> Customers can also find Siemens 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.

From time to time, Siemens may present additional warranties on either products or defined components of a product which are time limited offers.

To check if your product qualifies, please contact us, or go online at <https://www.siemens-home.bsh-group.com/uk/> for UK customers and, <https://www.siemens-home.bsh-group.com/ie/> for IE customers.

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 apart from 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 affected.

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.

Data Protection statement

BSH Home Appliances Limited ("We"/"Our"/"Us") are committed to protecting and respecting your privacy. This policy (together with Our terms of use and any other documents referred to on it) sets out the basis on which any personal data We collect from you, or that you provide to Us, will be processed by Us.

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We are the data controller which means that we decide why and how your personal data is processed. The e-mail address for Our Data Protection Officer in the UK is GBDPO@bshg.com and in ROI is Data-protection-ie@bshg.com . We (or our agents/business partners) will use your personal details and information We obtain from other sources for customer services and administration, for marketing and to analyse your purchasing preferences.

We may keep your information for a reasonable period for these purposes. If you provide us with information about another person, you confirm that they have appointed you to act for them, to consent to the processing of their personal data including sensitive personal data and that you have informed them of Our identity and the purposes (as set out in the Important Data Protection Information section) for which their personal data will be processed.

For further information, including contact details of our Data Protection Officer, how your data will be processed and your rights, please visit: <https://www.siemens-home.bsh-group.com/uk/data-protection-information> in the UK or <https://www.siemens-home.bsh-group.com/ie/data-protection-information> ROI.

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