

Worknote

Case 510677084

Addressee (Service Address)

Johan Jongsma
851 Brightwaters Boulevard NE
Saint Petersburg, FL 33704-3719

Office Miele USA – Service
Tel. 888-99-MIELE
Mail info@mieleusa.com

Please always quote Document no. for payment

Customer	Document	Date
11506702	CUS01102CS	11/13/2025

Details

Order No. Y100483448

Appliance Data

Type H 7840 BMX Obsidian black EU1
Serial number 14 / 138551606
Purchase date 6/16/2020
Op. Hours 371 Hour

11/13/2025 Technician Rich (14627) CUS01102CS

Item no.	Description	Quantity	Unit	Unit price	Total USD
Free of Charge					
9420	Travelling time D	1	items		
9400	Working time D	60	Minute		

Total Amount	0.00
Estimated Tax	0.00
Total USD	0.00

Payment terms: On Account

Description of Work carried out

All input and output connections, waveguides ok. Housing flange not straight not seating properly and not sealed correctly. Carried out a visual check of the magnetron. Carried out a visual check of the magnetron connection flange. The magnetron antenna is not faulty, the microwave has been operated with a load. The high thermal load has caused distortion in the connection opening. This means that the magnetron is no longer positioned exactly on the connection flange and microwaves have leaked. If the connection opening, is distorted and the magnetron is not in the correct position. Supervisor informed

- On-Site Contact: Johan Jongsma. Home owner
- Consumer/customer issue and terms of service discussed: Y
- Appliance Condition: C4. 584 Hours. 240 Supply voltage, unit installed properly
- Surrounding damages N Pictures/Video: N
- Variant programming or update 11461000 N
- Extended Warranty eligibility na
- Data Dumps taken? Attached? YY
- Synopsis of the Service Visit: Found All input and output connections, waveguides ok. Housing flange not straight not seating properly and not sealed correctly. Carried out a visual check of the magnetron. Carried out a visual check of the magnetron connection flange. The magnetron antenna is not faulty, the microwave has been operated with a load. The high thermal load has caused distortion in the connection opening. This means that the magnetron is no longer positioned exactly on the connection flange and microwaves have leaked. If the connection opening, is distorted and the magnetron is not in the correct position. Supervisor informed
- Consumer/customer issue rectified: N
- Estimate created & Approved By: na
- Next Actions Required: Supervisor
- Service Visit Concessions: N/A,
- PR Associate: People Ready Associate Name: na

For the execution and provision of customer services, we process personal (name, address, contact details) and appliances-related (serial number, appliances status, etc.) data. The legal basis for the processing of your data in the context of customer service is Article 6 (1) (b) GDPR. Furthermore, we process the abovementioned data for product security and product surveillance purposes and in order to fulfil our legal obligations as manufacturer and/or distributor of the products. For this purpose, we may also transfer your data to our supplier. The legal basis for this processing activity is Article 6 (1) (b) and 6 (1) (c) GDPR. Moreover, we pseudonymize your abovementioned data and evaluate your data only in a pseudonymous manner so that we can

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continuously optimize our products. The legal basis for this is Art. 6 (1) (f) GDPR, whereby the optimisation of our products justifies our legitimate interest. With regard to customer service, your data will be stored only as long as necessary for the fulfilment of the respective purposes (e.g. upon expiry of the corresponding warranty or guarantee periods), provided and insofar as we are not obliged to store them for a longer period according to statutory provisions. Please find more information about the processing of your personal data and to your data subject rights in our privacy policy (<https://www.mieleusa.com/c/privacy-policy-14.htm>)

Signature (Technician)



11/13/2025, 1:24 PM EST

Signature (Customer)



11/13/2025, 1:25 PM EST

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Bank Address: 60 Wall Street 25th Fl
Bank City and State: New York, NY 10005

ABA#: 021001033
SWIFT#: BKTRUS33
Chips Bank# 103