

Miele

Miele PROtect

Service Solutions

Miele Professional. Immer Besser.



PROtect

Service Solutions

You Can Depend On



Miele PROtect offers comprehensive services which allows you to plan ahead, reduce downtime and ensure that your machines remain productive. Our specially trained technicians perform and document service work according to Miele standards and in full compliance with legal requirements. This guarantees optimal performance for your machines and preserves their value in the long term. We offer a variety of routine maintenance options tailored to your specific needs. We provide transparent advice specific to your industry, coordinate appointments and guarantee the availability of suitable spare parts – even 15 years after machine production ceases. Our comprehensive service network protects your machines and your business, giving you total peace of mind.

Routine Service for Your Machines

- Preserves the value of investments
- Fixed costs enable accurate future planning
- Secures consistently good cleaning results
- Extends machine uptime through preventative maintenance
- High-level productivity thanks to reduced downtimes
- Compliance with regulations and legal requirements
- Predictable costs
- Extended machine service life

Our Service Pledges

- Benefit directly from our manufacturing expertise
- Over 1,200 Miele Professional technicians worldwide
- Experts in the operation of machines and application technology
- 90% first-time fix rate
- 15 year availability of spare parts
- On-site servicing scheduled to suit your working hours
- Fast response time

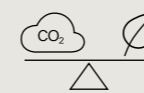
Our Pledges for the Planet



Growing fleet of electric vehicles:
Our goal is to reduce our CO₂ emissions by at least 30% by 2030 – largely through the conversion of our vehicle fleet to alternative drive systems such as electric and hydrogen.



Make sustainability happen at every step



Make machines that won't leave a mark



End waste by giving our machines new life

Learn more about Sustainability at Miele



www.miele.com.au/p

Our Service Solutions

Routine Options

According to your requirements – choose from our options for routine service with different levels of cover.

Inspect*

Comprehensive inspection with reasonable recommendations

An expert inspection (Inspect) during the period of your warranty, with basic functional and visual check with on-site user training if required.

Our goal is to ensure the proper functioning of your machine, to enable accurate future planning and to preserve the value of your investments in the long term.

Corrective installation work is invoiced separately.

Prevent

Extra level of cover with pre-emptive replacement of defined wearing parts included

Our Prevent service solution additionally covers the costs of procuring and fitting pre-defined wearing parts. This future focused approach reduces machine downtime and increases productivity. With this solution you gain longer term visibility and ensure optimal performance.

Maintain

Service solution to protect your investment and reduce downtime

Maintain covers the maintenance of your machine in line with a detailed model-specific Miele checklist. We comply with all valid regulations and document all results in a machine specific protocol.

This service solution reduces machine downtime and ensures consistent results. In addition, if any worn parts are identified, we will provide you with an estimation for future repair work.

Repair work is invoiced separately.



Overview of the Services Included

	Service Solution		
	Inspect	Maintain	Prevent
Booking reminder and coordination by Miele	✓	✓	✓
Electrical safety check	✓	✓	✓
Call-out and travel charges	✓	✓	✓
Labour costs for visual and functional inspection	✓	✓	✓
User Training	✓	✓	✓
Labour Costs For Maintenance		✓	✓
Labour costs for cleaning		✓	✓
Documentation of maintenance work		✓	✓
Annual Service Kit			✓

*Only available for non-Miele install and customers located within 80km of GPO 2000, 3000, 4000, 5000, 6000. ACT, TAS and NT are all excluded.



Validation

Legally required inspections for your field of dentistry or medicine

Both applicable laws and guidelines require validated processes to guarantee that no health risk can arise to patients, users or any third party from reprocessed medical devices. Our medical device technicians, specially trained to cover machines and application technology, perform qualification and revalidation work in accordance with the guidelines published by the relevant authorities.

Qualification (IQ/OQ)

Standardised inspections of cleaning systems for your industry

In the pharmaceutical, food-processing and cosmetics industries, all cleaning systems used in production, quality assurance and R&D must be qualified. Our specially trained medical device technicians are able to qualify (Installation Qualification/Operation Qualification) your machines and provide the necessary IQ/OQ documentation (standard documents).

Revalidation

Regular inspections to ensure process security

Revalidation generally takes place 12 months after validation and is repeated on an annual basis. Unscheduled revalidation is also particularly necessary whenever new programmes are introduced, process parameters changed, new chemicals, instruments or loading systems used or the quality of the water supply changes.

Annual Maintenance and Calibration

Transparent documentation of the parameters you define

In addition to maintenance and care, Miele Customer Service calibrates, documents and performs functional tests on measuring systems and componentry on board both the machine and peripheral units as an extended special service. IQ/OQ maintenance / calibration documents (standard forms) are provided by Miele.



Miele

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