

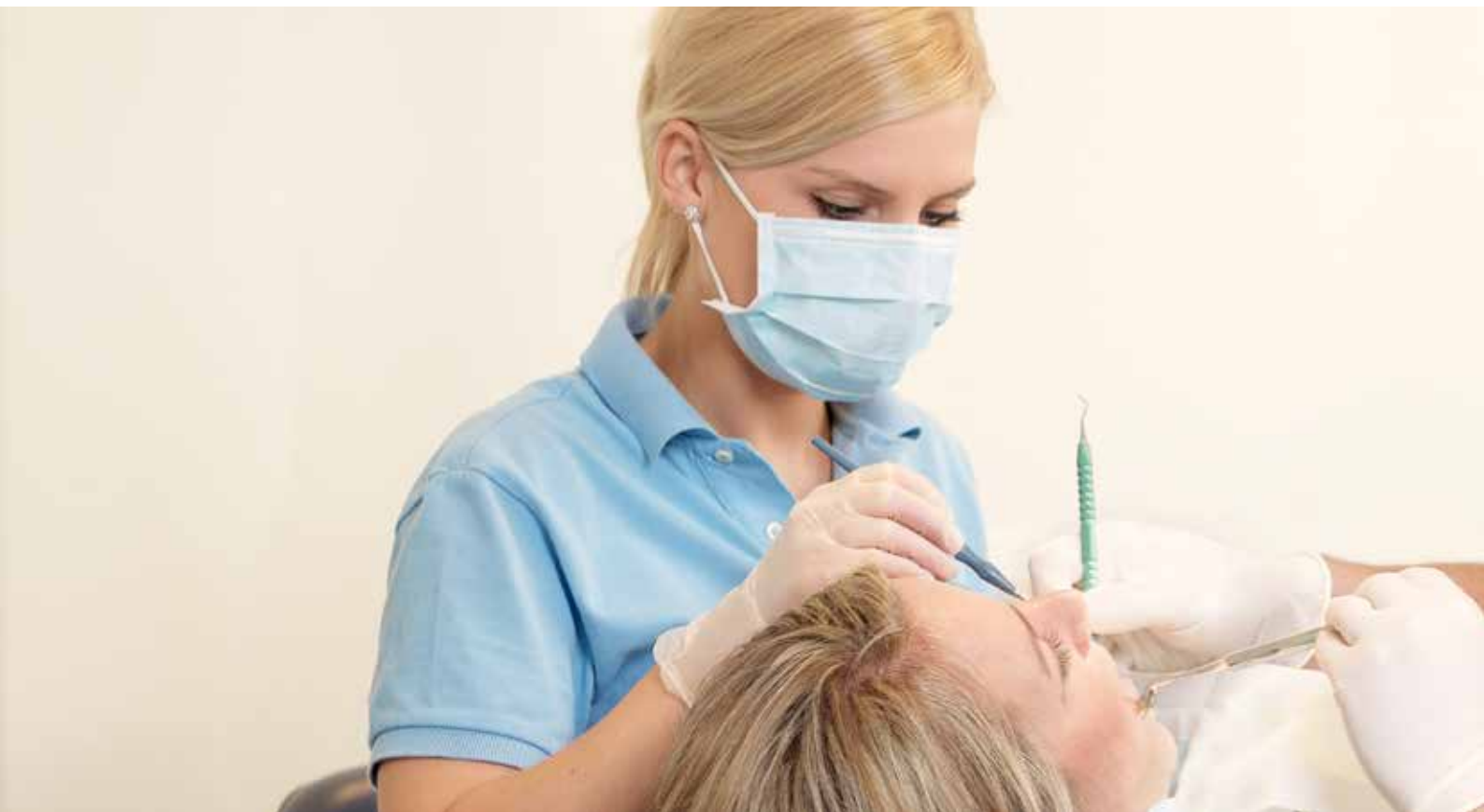
Instrument Reprocessing in Dental Offices

Dental Washer-Disinfectors and Accessories



Quality from Miele

Never be satisfied with less.



In developing reprocessing solutions for dental practices, Miele Professional has attached great significance over the past 55 years to working closely with dentists and instrument manufacturers. A cooperation based on trust and leading to innovations which prove their value in workaday life.

Quality

Your patients trust your professional expertise - so why not place your trust in Miele's quality! The combination of superior materials, skilled workmanship and sophisticated technology has earned Miele its exceptional reputation in the field of medical technology. Miele's Service is renowned for its excellence.

Performance

Dental washer-disinfectors from Miele Professional excel in terms of their superior performance. A wide selection of accessories and processes reflecting everyday practical needs leads to perfect results and high throughput, even in highly specialized applications. This ensures that expensive instruments are ready for use again in next to no time.

Efficiency

Machines from Miele Professional are thorough and fast, affording top-rate protection to materials in the process. Thanks to their high quality, they also require little maintenance and are highly durable, safeguarding your investments in many respects. The sparing use of water and chemicals further contributes towards keeping operating costs in check.



Developed for daily use: Miele washer-disinfectors provide an unrivaled solution for fully automated cleaning and thermal disinfection of dental instruments. The machine design fits the requirements of all dental practices including oral surgeons and orthodontists.

Dependability

For four generations, Miele has carried a special responsibility as a family-run company towards its customers, its business partners and its employees as well as for its products, processes and natural resources.

55
YEARS Medical Technology



Product Highlights: PG 8581, PG 8591 Dental Washer-Disinfectors

Benefits that pay their way each and every day

Miele dental washer-disinfectors allow safe and thorough cleaning and disinfection of dental instruments. Thermal disinfection protects your staff when unloading the instruments from potential sharps infections.



Greater performance

Miele dental washer-disinfectors excel in terms of excellent cleaning performance combined with high throughput.

- An innovative heater pump enables both time savings and high standards of efficiency.
- Newly developed spray arms with a revised nozzle design and arrangement of jets ensures full spray coverage.
- An optimised water circuit and a significant increase in pump pressure at the injector nozzles guarantees the thorough and safe reprocessing of lumened instruments.
- Up to 22 hand pieces and lumened devices can be reprocessed in each cycle.
- Up to 24 cassettes can be processed in one load.



Greater safety

Dental washer-disinfectors from Miele Professional raise hygiene and safety benchmarks in the reprocessing of instruments.

- Multi-stage filtration system is highly efficient in removing particulate soil from water in circulation.
- Large-surface central filter in upper basket or on load carrier guarantees optimum protection against the blockage of narrow-lumened instruments and hand pieces.
- Laser technology is used to weld the chamber sections to give a perfectly smooth, crevice-free finish offering no nooks or crannies where blood or debris can accumulate
- Reprocessing excellence is afforded by closely monitoring spray pressure and the rotation of the spray arms in order to prevent any loss in circulation pressure or to immediately identify obstacles in the path of the spray arms.



More convenience

- An easily accessible salt container in the door and other convenience features simplify the work of those operating these machines.
- AutoClose: Slight contact between the door and the machine is sufficient to automatically close the door.
- EcoDry: Shortly after the program ends, the door of the PG 8581 opens automatically thanks to the AutoOpen function. This releases hot, moisture-laden air, allowing the load to dry and cool down faster.
- DryPlus hot-air drying on the PG 8591 represents an ideal solution when dealing with narrow-lumened instruments. An upstream Class H13 HEPA filter ensures the reliable removal of particles from the air taken in for drying. The filter is easily accessible via a hatch in the front base.

Product Highlights

PG 8581, PG 8591 Dental Washer-Disinfectors



Design and user interface

The modern design and the intuitive user interface make for the incredibly simple use of washer-disinfectors in surgeries, dental offices and hospitals.

- The control panel is the central design element and represents an intelligent combination of door handle and control panel. It consists of a single, flush stainless-steel surface with embedded 'touch-on-steel' controls.
- Inclined control panel for improved legibility
- 3-line text display and intuitive user interface for hassle-free operation.
- Programs catering for a wide variety of instrument types and soils and vacant program slots for user-specific programs
- Freely assignable direct-access buttons and individually selectable program names for fast access to routine tasks
- Flush, smooth control panel and handle surfaces for simple wipe cleaning



Ergonomics

An easily accessible salt container in the door and the AutoClose functions simplify the work of those operating these machines.

- The patented door salt container has a capacity of approx. 2 kg. Replenishing the salt no longer requires bending or stooping as the job can be performed standing upright. Similarly, there is no longer any need to remove heavy baskets and load carriers to access the salt container.
- AutoClose: Slight contact between the door and the machine is sufficient to automatically close the door. As a result, only a minimum of effort is required to reliably close and lock the door.



Highly efficient drying

Depending on the model, the new lab washers feature DryPlus hot-air drying or EcoDry to assist drying by releasing steam.

- EcoDry: The door of the PG 8581 opens automatically at the end of a program once the temperature in the cabinet drops below 70°C. This releases hot, moisture-laden air, allowing the load to dry and cool down faster.
- DryPlus hot-air drying on the PG 8591 represents an ideal solution when dealing with narrow-lumened instruments. An upstream Class H13 HEPA filter ensures the reliable removal of particles from the air taken in for drying. The filter is easily accessible via a hatch in the front plinth.

Model overview

PG 8581: Controls, programs, cycle times



Washer-disinfectors	PG 8581
Width, Height, Depth [mm]	600, 835 (820*), 600
Width, Height, Depth [in]	23 5/8, 32 7/8 (32 1/4*), 23 5/8
Duration / VarioTD** [mins.]	48
Hand pieces	22
Cassettes (medium size)	24
Drying	EcoDry
Electrical connection	1-phase 2AC 208V 30A (with NEMA L6-30P)***
Noise level in dB (A)	< 59

* without lid (lid supplied with machine)

** Cleaning and thermal disinfection

*** Convertible to Three-phase 3AC 208V 20A

PG 8581	Washing and disinfection					Drying	
	Cycle time	CW	HW	DI	Energy	Cycle time	Energy
	mins.	l	l	l	kWh	mins.	kWh
Vario TD Dental	48	18.6	18.5	9.0	2.3	5	–
Special 93°C-10'	64	11.9	29.6	14.0	3.4	2	–
Rinse	4	10.0	–	–	0.01	–	–

Washing and disinfection cycles based on electrical connection 2AC 208/240V; 3AC 208/240V; 60Hz, 6.2kW (heating: 5.4kW) and availability of 60°C water intake

Miele Professional on the web

For detailed information on technical specifications, features and accessories:

www.mieleprofessional.ca

Model overview

PG 8591: Controls, programs, cycle times



Washer-disinfectors	PG 8591
Width, Height, Depth [mm]	600, 835 (820*), 600
Width, Height, Depth [in]	23 5/8, 32 7/8 (32 1/4*), 23 5/8
Duration / VarioTD** [mins.]	48
Hand pieces	24
Cassettes (medium size)	22
Drying	DryPlus
Electrical connection	1-phase 2AC 208V 30A (with NEMA L6-30P)***
Noise level in dB(A)	<59

* without lid (lid supplied with machine)

** Cleaning and thermal disinfection

*** Convertible to Three-phase 3AC 208V 20A

PG 8591	Washing and disinfection					Drying	
	Cycle time	CW	HW	DI	Energy	Cycle time	Energy
	mins.	l	l	l	kWh	mins.	kWh
Vario TD Dental	48	18.6	18.5	9.0	2.3	52*	0.9
Special 93°C-10'	64	11.9	29.6	14.0	3.4	79	1.4
Rinse	4	10.0	–	–	0.01	–	–
Drying	–	–	–	–	–	40	0.7

* Drying cycle 34 min when using Miele ProCare Dent 40.

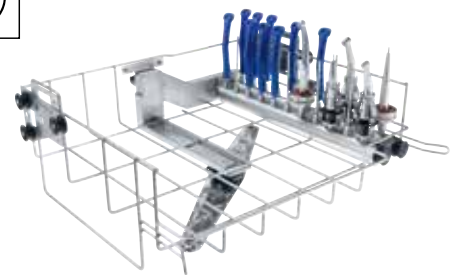
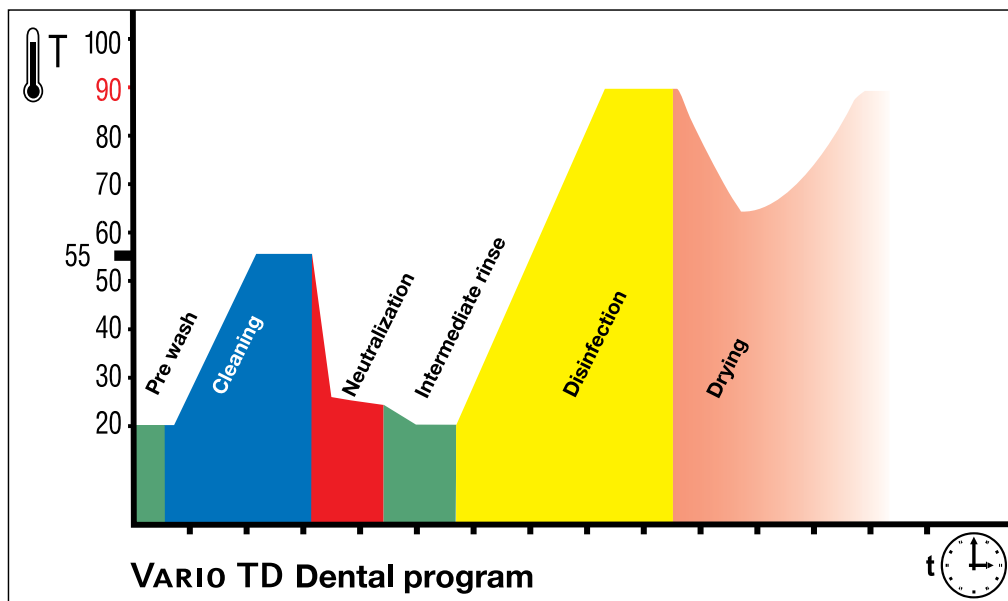
Washing and disinfection cycles based on electrical connection 2AC 208/240V; 3AC 208/240V; 60Hz, 6.2kW (heating: 5.4kW) and availability of 60°C water intake

Model	Features	Mat. no.
PG 8581	Stainless-steel casing, 2 integrated dispenser pumps, EcoDry	63.8581.07CDN
PG 8591	Stainless-steel casing, 1 integrated dispenser pump, DryPlus	63.8591.02CDN



Preserving values

Reprocessing handpieces, suction tips and cassettes



Vario TD

In the Vario TD program, pre-cleaning commences at low temperatures to prevent the denaturation of blood residues. The intensive main wash is followed by neutralization process to neutralize the alkalinity coming from the mildly-alkaline main wash. In addition, the neutralization creates a passivation layer on stainless steel instruments, which protects from corrosion.

Thermal disinfection takes place at a temperature of 93°C which is maintained for 5 minutes, reaching an A0 value of 3000. This is 5 times the A0 value required by CSA (CAN/CSA Z314.8 Decontamination of reusable medical devices).

Instead of using large quantities of chemical disinfectants, the thermal disinfection is carried out using heat only.

With thermal disinfection, unlike chemical disinfection, the process is completely repeatable and consistent every time.

The drying ensures that the instruments are thoroughly dried.

Gentle cleaning and disinfection

Miele Professional has come up with a whole host of practical solutions to the demanding task of reprocessing hand-pieces, suction tips and instrument cassettes. The gentlest treatment of materials is guaranteed by the Vario TD program and by ProCare Dent process chemicals specially formulated for instrument reprocessing.

- Special-purpose adapters ensure the thorough irrigation of lumens and internal surfaces on handpieces.
- Vario TD reprocessing cycle with low temperature fluctuation to protect materials (93°C, 5 mins.).
- Mildly alkaline or non-mineral ProCare Dent process chemicals for gentle reprocessing according to manufacturers' instructions.
- Up to two integrated dispenser pumps for the precise delivery of non-aggressive liquid detergents.

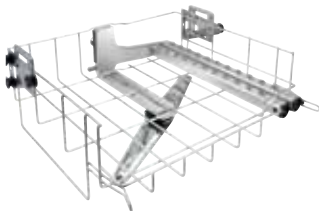
Leading manufacturers recommend the reprocessing of handpieces in Miele dental washer-disinfectors:

KAVO
Dental Excellence



Overview of upper and lower baskets, adapters and filters

for PG 8581 and PG 8591

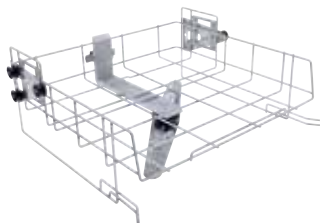


A 105/1 upper basket/injector unit

- Left-hand side free for inserts
- Right-hand side: 22 spots for injector nozzles
- optional accessory: A 836 nozzle set with 22 x injector nozzles
- Active drying of lumened instruments, hand pieces and contra-angles
- A 800 central filter for use in either injector rail (not provided)
- Built-in spray arm
- Loading dimensions
H 225+/-30, W 360, D 445 mm
(A depth of 460 mm is available on the left-hand side with a width of 215 mm)
- H 202, W 528, D 528 mm

Mat. no. 10777260

Art. no. 69.6105.01



A 102 upper basket/open front

- Open front
- For various inserts
- Height-adjustable
- Loading dimensions
H 205 +/- 30, W 475, D 443 mm
- Built-in spray arm
- H 206, W 528, D 527 mm

Mat. no. 9862360

Art. no. 69.6102.00



A 151 lower basket/open front

- For various mesh trays and inserts
- Vertical clearances in combination with
A 102 H 230 ± 30 mm
A 105 H 210 mm
- H 88, W 529, D 522 mm

Mat. no. 9862410

Art. no. 68.6151.00



A 800 central filter

- For use in A 105 upper basket
- Can be cleaned with
A 804 cleaning brush

Mat. no. 9960680

Art. no. 68.6800.00



A 804 cleaning brush

- For the manual cleaning of the A 800 central filter
- Twisted brush with spiral row of bristles
- Handle with grommet
- Length 500 mm, brush length 100 mm

Mat. no. 9960720

Art. no. 68.6804.00



A 803 holder for handpieces

- For connection of handpieces in A 105 upper basket in combination with A 800 central filter
- Suitable for a wide range of handpieces, contra-angles and turbines from various manufacturers

Mat. no. 9863100

Art. no. 69.8030.00



A 801

- Adapter for use of AUF 1 in combination with A 105 upper basket

Mat. no. 9862940

Art. no. 69.6801.00



UBS 3 conversion kit

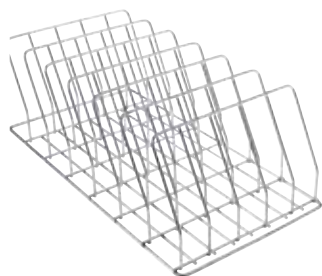
- For use of O 177/1 upper basket in PG 8581 or PG 8591
- Conversion of upper basket by Service

Mat. no. 10131110

Art. no. 69.2150.16

Inserts

for PG 8581 and PG 8591



E 523 insert

- For mesh trays
- 7 holders (6 compartments)
- H 145, spacing 50 mm
- H 151, W 220, D 450 mm

Mat. no. 5649700
Art. no. 69.5523.01



E 379 insert

- Wire mesh, 1.7 mm mesh size
- 2 handles
- H 80 + 30, W 180, D 445 mm

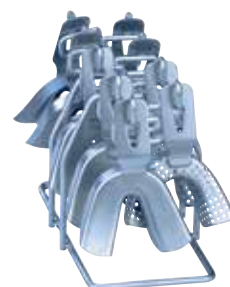
Mat. no. 3203500
Art. no. 69.5379.01



E 521/2 insert

- For 7 extraction or orthopaedic molar forceps
- Compartment size 21 x 80 mm
- H 135, W 100, D 189 mm

Mat. no. 7476430
Art. no. 68.5521.03



E 522/1 insert

- 9 holders for dental impression plates
- H 40, W 100, D 190 mm

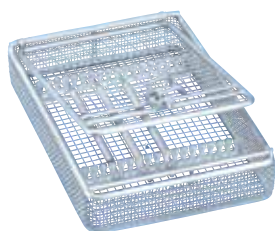
Mat. no. 6697010
Art. no. 68.5522.02



E 520 insert

- For 18 root canal instruments
- Hinged
- Can be sterilized in steam at 121°C / 134°C
- H 45, W 75, D 30 mm

Mat. no. 5409080
Art. no. 68.5520.01



E 197 insert 1/6 mesh tray

- For micro-instruments
- Wire mesh, mesh size: Base 3 mm, sides 1.7 mm, lid 8 mm
- Can be sterilized in steam at 121°C/134°C
- H 42, W 150, D 225 mm

Mat. no. 7984090
Art. no. 68.5197.01



E 363 insert 1/6 mesh tray

- Mesh size 1 mm, with lid
- Without receptacles for instruments
- H 55, W 150, D 225 mm

Mat. no. 3149790
Art. no. 69.5363.01



E 473/2 insert

- Mesh basket with lid for small parts
- For suspending onto mesh trays
- H 88, W 66, D 66 mm

Mat. no. 10623720
Art. no. 69.5473.03

Inserts

for PG 8581 and PG 8591



E 146 insert

- Mesh tray with lid
- Keeps instruments as set to avoid sorting
- 2 hinged handles
- H 55, W 150, D 225 mm

Mat. no. 3346680
Art. no. 69.5146.01



E 378 insert

- Wire mesh, 1.7 mm mesh size
- 2 handles
- H 80 + 30, W 460, D 460 mm
- For use in lower basket

Mat. no. 3203530
Art. no. 69.5378.01



E 337/1 insert

- For instruments in upright position
- 4 plastic receptacles
- 12 compartments, approx. 22 x 28 mm
- 4 compartments, approx. 25 x 28 mm
- 48 compartments, approx. 13 x 14 mm
- H 113, W 173, D 445 mm

Mat. no. 7984130
Art. no. 69.5337.02



E 130 insert 1/2

- For 10 trays
- 11 holders (10 compartments)
H 170, spacing 35 mm
- H 180, W 180, D 445 mm

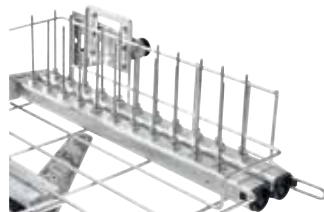
Mat. no. 2648950
Art. no. 69.5130.01



E 131/1 insert

- For 5 mesh trays (e.g. E 197)
- 6 holders (5 compartments)
H 168, spacing 80 mm
- H 168, W 180, D 495 mm

Mat. no. 5771030
Art. no. 69.5131.02



A 836 injector nozzle set dental

- For use in A 105/1 upper basket
- Set of 22 dental injector nozzles (A 833)

Mat. no. 11054660
Art. no. 69.783600D



A 315 injector module

- For use in A 151 lower basket
- 2 injector rails for 22 holders for nozzles for increased injector capacity
- H 145, W 492, D 542 mm

Mat. no. 11055980
Art. no. 69.631500D

E 800 insert

- As E 131/1, for 3 mesh trays
- H 165, spacing 68 mm
- H 165, W 140, D 290 mm

Mat. no. 4637720
Art. no. 69.5800.01

Bases

for PG 8581 and PG 8591



UG 30-60/60-85 base

- For use on PG 8581 and PG 8591
- Stainless-steel base, bolted to machine
- H 300, W 600, D 600 mm

Mat. no. 10087350

Art. no. 69.3060.01



UG 30-90/60-85 base

- For use with PG 8581 and PG 8591 in combination with PG 8595 or PG 8596
- Stainless-steel base, bolted to machine
- H 300, W 900, D 600 mm

Mat. no. 10087360

Art. no. 69.3090.01

Dispensing accessories

for PG 8581 and PG 8591



PG 8596 dispensing cabinet

- Housing unit for process chemicals and dispenser modules
- H 835 (820), W 300, D 600 mm
- Compatible with PG 8581, PG 8591
- Freestanding unit, can be built under
- Unit with removable door
- Outer panelling in stainless steel
- Interior dimensions: H 690 / 380 / 285 mm (top drawer removed / lower / upper drawer), W 250 mm, D 555 / 425 mm (without / with drip tray and dispenser modules)

2 levels:

Removable telescopic drawers with drip tray liners for canisters containing process chemicals

Canister sizes:

Accommodates a total of 6 x 5 l canisters (L 245 x W 145 x H 225 mm*).

Lower drawer offers space for larger canisters:

- 2 x 10 l, 140 x 193 x 307 mm
- 2 x 10 l, 223 x 203 x 321 mm
- 2 x 10 l, 229 x 193 x 323 mm
- 2 x 10 l, 194 x 204 x 353 mm
- 1 x 20 l, 289 x 233 x 396 mm
- 1 x 25 l, 288 x 234 x 456 mm

Mat. no. 10087340

Art. no. 69.8596.02

* Only possible with DOS K 85/1 dispenser unit with short siphon



DOS K 85/1 dispenser module

- For liquid detergents and neutralising agent
- Peristaltic pump, adjustable via machine's electronic controls
- Integrated dispenser monitoring function ensuring high level of process security
- Short suction lance (200 mm) for 5 l canister, incl. level fill monitoring
- Length of connection cable: 3.00 m
- Length of suction hose: 1.80 m

Mat. no. 09961080

Art. no. 69.7470.51

Accessories for reprocessing with fully demineralized water

for PG 8581 and PG 8591



PG 8595 Aqua Purificator

Housing unit for 2 water demineralization cartridges
VE P 2000 / LP 2800

- Compatible with PG 8581, PG 8591
- Generally recommended quality for final rinse < 19 µS/cm
- H 835 (820), W 300, D 600 mm
- Freestanding unit, can be built under
- Outer panelling in stainless steel
- Condition as supplied: Empty housing unit.
Cartridges and fittings must be ordered separately

Mat. no. 10087320
Art. no. 69.8595.02



CM/1 ConductivityMeter

Conductivity module for water demineralization
cartridges VE P 2000 and LP 2800

- Single-line, illuminated display
- 10-point measurement in 0 - 199.9 µS/cm range
- Optical and acoustic 'change cartridge' indicator
- Optical and acoustic fault indicator
- Wall bracket
- Connection to external LED (optional)
- The device comes with a sensor cell and 3/4" hoses for connection to the cartridge and the machine.
- H 110, W 125, D 52 mm
- Input: 110 - 240V, 50/60 Hz, 85 mA;
Output: 9V, 400 mA, 3.6 VA

Mat. no. 10889920
Art. no. 69.4500.02



LP 2800 water demineralization cartridge, empty

- Pressure-proof stainless-steel cartridge
- H 570, Ø 230 mm
- Complete with vent and pressure relief valve
- Can be charged with 19 l of single-use resin

Mat. no. 09782590
Art. no. 69.4318.05

VE P 2000 water demineralization cartridge, charged

- Pressure-proof stainless-steel cartridge
- H 410, Ø 230 mm
- Complete with vent and pressure relief valve
- Contains 12.5 l of single-use resin

Mat. no. 09773410
Art. no. 69.4311.01

E 315 disposable resin

- 20 l homogenous, mixed-bed resins for LP 2800
- Box with 2 x 10 l bags, vacuum-sealed in plastic bags
- Replacement filter bag

Mat. no. 03830350
Art. no. 69.4315.01

E 316 refill set

- Plastic barrel with lid and funnel for 30 l of disposable resin

Mat. no. 03830360
Art. no. 69.4316.01

Process chemicals

ProCare Dent



ProCare Dent 10 MA

- Mildly alkaline detergent, liquid concentrate
- 5 l canister

Mat. no. 9313850
Art. no. 66.9132.02



ProCare Dent 10 A

- Alkaline detergent, liquid concentrate
- 5 l canister

Mat. no. 9051960
Art. no. 66.9122.01



ProCare Dent 11 A

- Alkaline detergent, powder
- 10 kg container

Mat. no. 9051940
Art. no. 66.9112.01



ProCare Dent 30 C

- Acidic neutralisation agent, liquid concentrate
- 5 l canister

Mat. no. 9052110
Art. no. 66.9153.01



ProCare Dent 30 P

- Acidic neutralisation agent, liquid concentrate
- 5 l canister

Mat. no. 9052080
Art. no. 66.9143.01



ProCare Dent 40

- Surfactant, liquid concentrate
- 1 l bottle (with spout)

Mat. no. 9052130
Art. no. 66.9171.01



ProCare Universal 61

- Coarse reactivation salt for built-in water softener
- 6 kg package (3 x 2 kg)

Mat. no. 9195780
Art. no. 66.9161.02



CK/1 DIN 51

- Canister key
- Used to open safety caps on 5 l canisters

Mat. no. 11851600

Process chemicals

ProCare Dent

Product	Description	Special notes	Labelling of contents according to VO (EG) 648/2004 guideline	Container sizes
Main wash				
ProCare Dent 10 MA	Mildly alkaline detergent, liquid concentrate	<ul style="list-style-type: none"> • Excellent material compatibility • Particularly suitable for handpieces 	<ul style="list-style-type: none"> • < 5% non-ionic tensides • Also contains enzymes, preservatives (phenoxyethanol, methyl-, ethyl-, butyl, propyl isopropyl parabene) 	5 l canister
ProCare Dent 10 A	Alkaline detergent, liquid concentrate	<ul style="list-style-type: none"> • High cleaning performance • Not suitable for handpieces 	<ul style="list-style-type: none"> • 15-30% phosphates 	5 l canister
ProCare Dent 11 A	Alkaline detergent, powder	<ul style="list-style-type: none"> • High cleaning performance • Not suitable for handpieces 	<ul style="list-style-type: none"> • < 5% non-ionic tensides • > 30% phosphates 	10 kg container
Neutralisation				
ProCare Dent 30 C	Acidic neutralisation agent, liquid concentrate	<ul style="list-style-type: none"> • Particularly suitable for handpieces • Based on citric acid 	<ul style="list-style-type: none"> • Organic acids 	5 l canister
ProCare Dent 30 P	Acidic neutralisation agent, liquid concentrate	<ul style="list-style-type: none"> • Not suitable for handpieces • Based on phosphoric acid • Removes tarnishing and soiling removable with acids 	<ul style="list-style-type: none"> • Inorganic acids 	5 l canister
Final rinse				
ProCare Dent 40	Surfactant, liquid concentrate	<ul style="list-style-type: none"> • Improved, shorter drying cycles 	<ul style="list-style-type: none"> • < 5% phosphonates • < 5% non-ionic tensides • also contains preservatives (methyl chlorisothiazolinone / methyl isothiazolinone) 	1 l bottle (with spout)
Reactivation				
ProCare Universal 61	Coarse reactivation salt for built-in water softener	<ul style="list-style-type: none"> • Prevents scaling and protects loads 		6 kg container (3 x 2 kg)



Recommendation for routine reprocessing of standard instruments

Vario TD program

Detergent: ProCare Dent 10 A liquid detergent or ProCare Dent 11 A powder detergent

Neutralisation: ProCare Dent 30 P

Final rinse: ProCare Dent 40



Recommendation for routine reprocessing of standard instruments and handpieces

Vario TD program

Detergent: ProCare Dent 10 MA liquid detergent

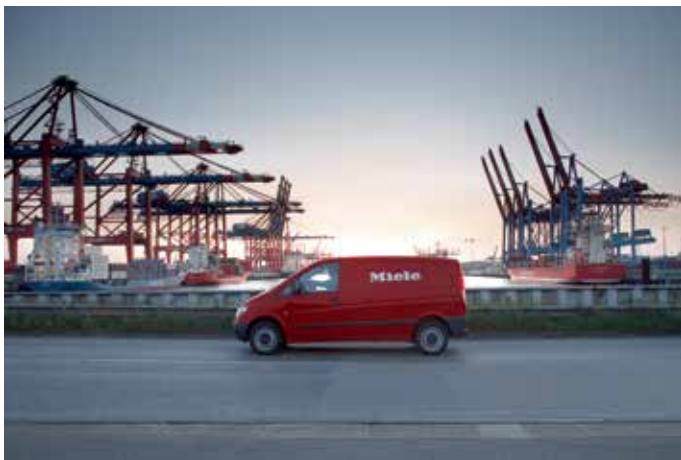
Neutralisation: ProCare Dent 30 C

Final rinse: ProCare Dent 40



Functional safety and preservation of values

Service excellence



Comprehensive service from the very start

Even before a machine is installed, Miele's sales force is available to provide in-depth advice and assist in selecting the most suitable machines and configurations to suit individual needs.

Miele Service Contracts

Preventative Maintenance Plan

- Annual maintenance based on specific Miele service plan
- Preventative exchange of defined parts subject to wear and tear included

Protection Plan

- Thorough testing of machine functions during scheduled service
- Charges for on-site labour and materials included

Terms and Conditions apply.
Travel charges not included.

Full Protection Plan

- Annual maintenance based on specific Miele service plan
- Inspection of the machine functions
- Preventative exchange of defined parts subject to wear and tear included
- Charges for on-site labour and material included

Terms and Conditions apply.
Travel charges not included.

Service to meet professional expectations

Highly qualified medical device technicians oversee the commissioning of machines and are available to perform various routine checks during the course of the machine's life time. This pre-emptively avoids down-times and helps optimize operating parameters. Regular checks and maintenance prolongs the life expectancy of the equipment.

- Quality service through network of service technicians
- Call Centre support specialists diagnose potential problems quickly and take action
- Service network in British Columbia, Alberta, Ontario, Quebec
- 90% of service calls result in first-time fixes
- Reliable spares service, key functional parts available for up to 15 years after series production ceases.

Customized service contracts

Miele Professional offers a series of tailored annual service contracts to suit individual needs. During the term of the contract, machines are regularly inspected. Depending on the type of contract, this includes a functional and safety analysis covering all key components and the replacement of parts. Scheduled inspections and maintenance appointments prevent breakdowns, extend the working life of machines and contribute towards safeguarding your investment.

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Forever Better

Since 1899, Miele - a family run company - has subscribed to a clear corporate philosophy condensed into the two words 'Forever better'. This far-reaching claim is the bedrock of Miele's proverbial quality and sustainability and the power of innovation of a brand 'Made in Germany'. A brand promise which gives commercial users the certainty of having chosen the right product.

Award-winning

Uncompromising product reliability and service dependability is the reason why customers have repeatedly voted Miele the best and most trustworthy brand. Coveted awards such as the MX Award, the iF and reddot Design Awards and the German Sustainability Prize confirm the outstanding position Miele commands with respect to design, quality management and the conservation of valuable resources.

Proficient

Miele Professional has been developing and manufacturing a broad range of high-quality laundry machines, dishwashers, washer-disinfectors and sterilisers for decades. Carefully selected accessories, comprehensive advisory services and a fast-acting Miele service department ensures that machines perform to satisfaction and offer the ultimate in performance and efficiency.