

Miele

Miele PROtect Service Solutions

Miele Professional. Immer Besser.



PROtect

Service Solutions

You Can Depend On



Miele PROtect combines comprehensive services, maximum cost control and the easy availability of spare parts. Our specially trained technicians perform and document service work according to Miele standards and templates and in full compliance with legal requirements. This guarantees process security and preserves the value of your machines in the long term. 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

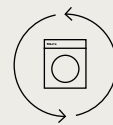
Our Service Pledges

- 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

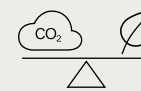
Our Pledges for the Planet



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-professional.com

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

During an expert inspection (Inspect), we examine relevant wearing parts, identify possible faults and explain the necessary remedial measures. 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.

Maintain

Maintenance service to secure machine uptime

Maintain also covers the maintenance of your machine in line with a detailed model-specific Miele checklist. We comply with all valid regulations and document the results of maintenance work. This service solution ensures machine uptime and consistent professional cleaning results. In addition, we also provide you with a no-obligation offer covering further repair work.

Prevent

Preventative service including wearing parts

Our Prevent service solution additionally covers the costs of purchasing and fitting pre-defined wearing parts. This future focused approach ensures excellent machine uptime and increases productivity. With this solution you gain longer term visibility and ensure optimum performance.





Complete

Peace-of-mind protection at fixed costs

Complete gives you total peace of mind. Pre-defined wearing parts are replaced pre-emptively and the cost of spare parts and labour for all service and repair work is included. We examine and optimise your machine, remedy faults and provide expert assistance with your equipment.



Overview of the Services Included

	Service Solution			
	Inspect 	Maintain 	Prevent 	Complete 
Yearly reminder and coordination by Miele	✓	✓	✓	✓
Electrical safety check	✓	✓	✓	✓
Call-out/travel charges	✓	✓	✓	✓
Call-out charges for repairs				✓
Labour costs for cleaning	✓	✓	✓	✓
Labour costs for inspection	✓	✓	✓	✓
Labour costs for maintenance		✓	✓	✓
Labour costs for repairs				✓
Wearing parts defined by manufacturer			✓	✓
Spare parts (excluding accessories)				✓



Additional Services for Your Industry

Alongside regular inspections, maintenance and repairs, Miele offers further services which are specially developed to cater for specific fields. In part, these services are required by law. Let us support you with tailored services for your business.

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.

ProHygiene Test

Independent confirmation of your first-class hygiene standards

High standards of hygiene are required in hotels, age-care facilities, hospitals and nurseries. Hence, Miele offers the PROHygiene test process for washing machines and dishwashers. This process uses bioindicators providing proof of a successfully completed cleaning process and alerts to the possible presence of residual bacteria. The test results are issued by an independent laboratory and are available as proof of first-class hygiene standards.



Miele & Cie. KG, Gütersloh
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