

**Miele**

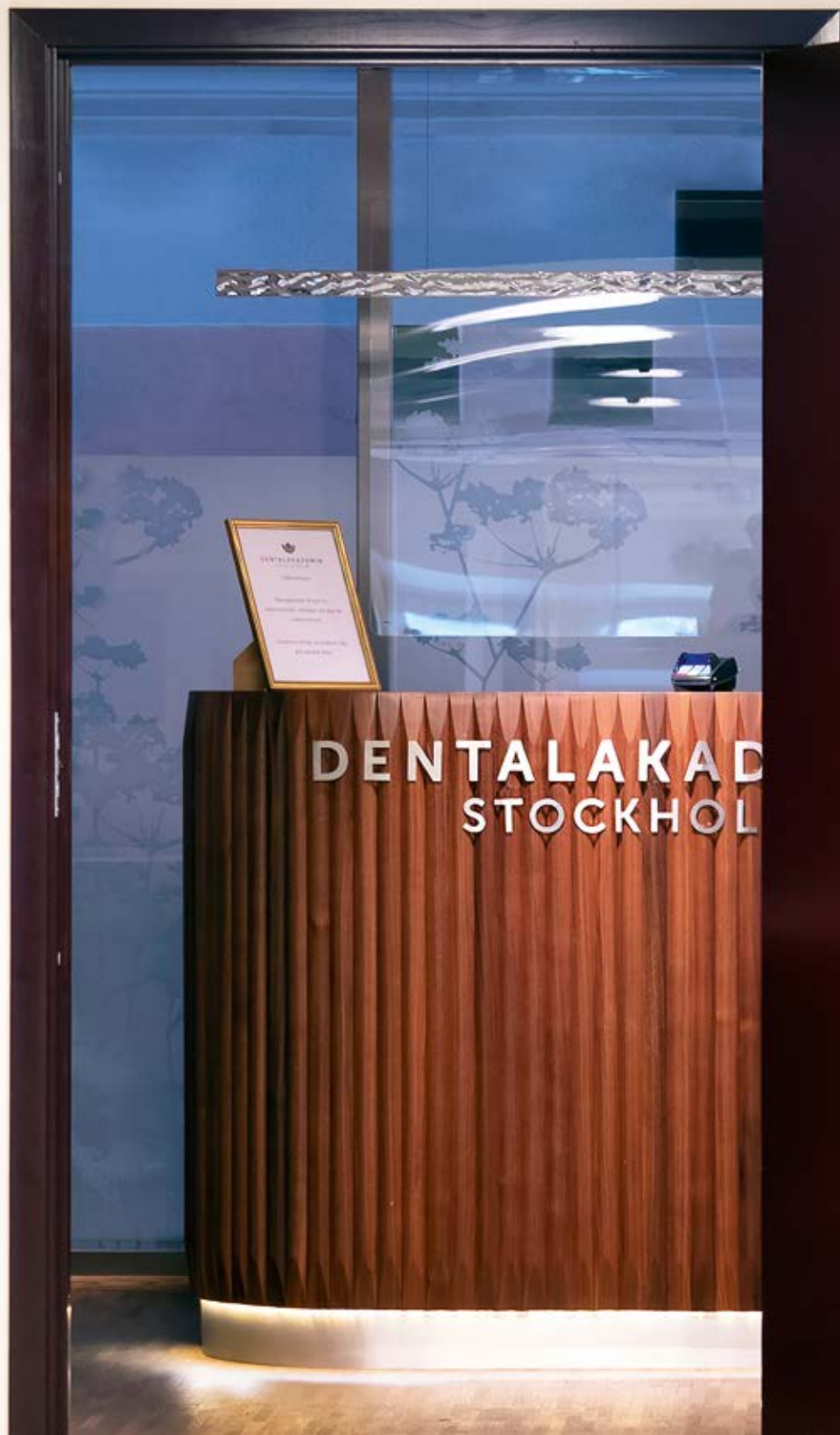
**Quality at all levels:**

Our 360PRO solutions for your dental surgery

**Miele Professional. Immer Besser.**

**360** PRO

RECEPTION



**DENTALAKAD  
STOCKHOLM**

# Single-source supply

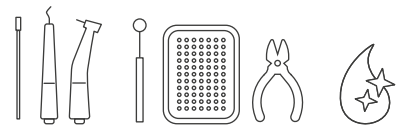


To video



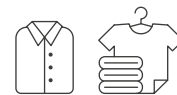
Further information  
is available online

# 360<sup>PRO</sup>



## Reprocessing room

Transmission instruments and other instruments used in dentistry, water treatment, process documentation, testing systems and digital solutions



## Utility room

Surgery workwear



## Staff room

Glassware, crockery and cutlery



## Sustainability



## Service



## Put a beaming smile on your patients' faces.

Every dentist strives to put a beaming, healthy smile on their patients' faces. For almost 60 years, Miele has been contributing to achieving this goal through close collaboration with dentists and instrument manufacturers. This cooperation based on trust and innovation produces excellent results all along the line - by developing and implementing professional reprocessing solutions in dental practices.

The combination of choice materials and sophisticated technology has earned Miele its exceptional reputation in the field of medical technology, making it known for its proverbial levels of quality. And this is equalled by the comprehensive range of services which has won Miele numerous awards over the years. Thermal disinfectors and sterilisers from Miele developed to rise to the demands of everyday use guarantee superb performance. A wide range of model versions and practical processes achieve perfect results and high

throughput. Our reprocessing methods ensure that indispensable instruments are ready for use again in next to no time. Reprocessing is gentle on materials, preserving the value of your instruments.

Machines from Miele Professional are the specialists when it comes to being economical, working thoroughly and fast. And, to boot, they are both low-maintenance and long-lasting. The value of your investments is safeguarded. The sparing and efficient use of water and chemicals represents an important contribution towards sustainability and reduced running costs. All these benefits underpin Miele's sustainability goals and make a valuable contribution to greater economy and reduce the burden on the environment.

**We would like to wish you great pleasure reading the following pages and plenty of inspiration for your own business.**

**Dr. Markus Miele**

Executive Director and Co-Proprietor  
Miele & Cie. KG

**Dr. Reinhard Zinkann**

Executive Director and Co-Proprietor  
Miele & Cie. KG



## Our 360PRO solutions for your dental surgery

Profit from our holistic system in all aspects of your surgery. Through the use of high-performance thermal disinfectors and sterilisers from Miele, you are not only optimising your instrument reprocessing cycle and streamlining your operation.

In addition to this, you are improving economic efficiency and ensuring smooth processes in your practice with professional machines for utility rooms and staff kitchens. And you also profit from our efficient after-sales service. Miele medical service engineers guarantee on-site servicing with 24 hours. Comprehensive solutions. Single-source supply.

## For a perfect match

Our 360PRO system for instrument reprocessing comprises four stages from one single source. High-performance machines, tailored process chemicals, modern software and service excellence optimise the instrument cycle, resulting in valuable time and cost savings.

360PRO, for professional instrument reprocessing, meets the highest of demands by addressing all aspects of the instrument reprocessing cycle.



### Cleaning, Disinfection, Sterilisation

Innovative thermal disinfectors with individually selectable features together with high-performance small sterilisers for the fast and safe reprocessing of all instruments



### Process chemicals

Tailored process chemicals for the thorough and gentle cleaning of all instruments



### Test systems and process data documentation

Intelligent routine tests and documentation software for reproducible and uninterrupted process monitoring at all times.



### Service

Highest of standards in providing advice, financing, after-sales service and validation

”

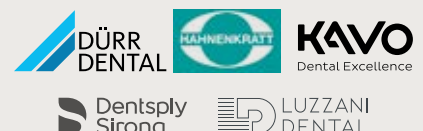
For us, Miele is an important partner in ensuring the safe and hygienic reprocessing of instruments. Quality and the preservation of value characterise our common understanding of our products.

**Irina Wittmann,**

Vice President Sales & Marketing,  
W&H Dentalwerk



That is why leading instrument manufacturers recommend using Miele systems to reprocess their instruments. With Miele Professional, you are choosing the ultimate in performance and quality. High-quality products which rise to meet expectations each and every day are the reason for the trust professional users place in our company: 97% of all customers\* claim they would buy from Miele Professional again next time round.



# In the best of **hands**



'Lakeside Surgery' in Münster. The surgery employs three dentists specialising in orthodontics and implantology. In the course of a typical day, the surgery team treats on average 60 patients, with two dentists practicing at any given time. Always in circulation: Medical instruments.

## ” At Miele, advice and service are of an exceedingly high standard.

The dentist, Dr. Jan Tetsch, specialises in oral surgery and has been practicing in the German city of Münster since 1999.

### Is perfect hygiene a big challenge in your surgery?

DR. TETSCH Most definitely as we need at least the most basic set of four instruments for each treatment session. Depending on the type of treatment, other instruments may be added to these sets. Each of these instruments must be cleaned, disinfected and sterilised after use in a validated process. A daily challenge. The surgery team insists on the highest of standards. One aspect is important throughout: Efficient processes which provide both protection and security to surgery staff and patients alike.

### Why do you place your trust in products from Miele?

DR. TETSCH What counts for us in our everyday work are efficient processes and the maximum protection of our patients as well as the colleagues involved in instrument reprocessing. The hygiene chain must remain intact throughout, and sources of infection must be reduced to zero.

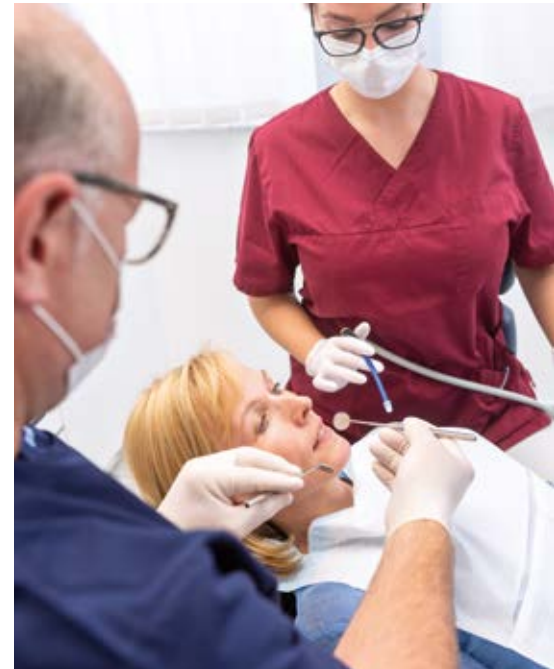
### What significance is attached to the ratio between time and costs when purchasing machines?

DR. TETSCH Alongside safety, time is a decisive factor. If the use of machines helps to make optimum use of our personnel resources, investments in

equipment barely count. Add to this aspects such as simple operation and convenience, and it's a winner all round. With Miele, you always have the impression that those involved in developing the technology come at things with a wealth of practical experience. Besides that, you can always rest assured of being given good advice and service.

### Are you satisfied with the current state of affairs in your practice?

DR. TETSCH Absolutely. Each and every injury sustained during work has to be logged in a first-aid book. So what should I say? Ours is empty because our processes are safe and proper as we place great store by trained personnel and have machines which blend in seamlessly with our everyday surgery work. That leaves nothing to be desired.





**High-performance** helpers:  
Our **thermal disinfectors**

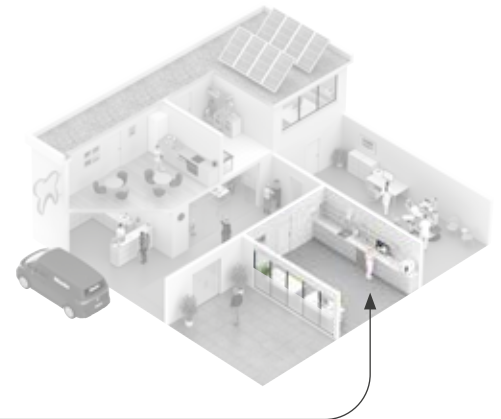


For each installation situation and set of instruments, Miele Professional offers matching thermal disinfectors with the optimum capacity in all cases.



# Thermal disinfectors with added value

Reprocessing room  
Thermal disinfection



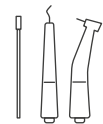
Designed for decentral instrument reprocessing, Miele thermal disinfectors offer added value: better cleaning performance, improved process security and greater convenience. For each installation situation and set of instruments, Miele Professional has a matching right-sized thermal disinfecter to rise to the challenges.

Miele Professional thermal disinfectors guarantee exceptional performance, efficiency and safety when it comes to cleaning, disinfecting and drying dental instruments. Flexible combinations of baskets and inserts make for highest throughput. The interaction between mechanical washing, sensor technology and Miele's tried-and-tested Vario TD dental programme makes for excellent reprocessing results. Active DryPlus hot-air drying with HEPA filtration is perfect for drying even the most intricate medical instruments.

The PG 8581, Miele's allrounder, is ideal for surgeries requiring a flexible system to reprocess the most common instruments. And Miele Professional is a boon to smaller practices: The PWD 8531, a compact countertop unit, has a space-saving design which fits neatly on any worktop.

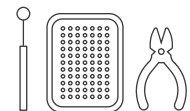
On the other hand, the PWD 8532, Miele's ergonomic offering, offers ample space paired with a convenient working height. Loading and unloading is as simple as could be – without the need to bend or stoop. The best of specifications in combination with familiar levels of performance, efficiency and process security are offered by Miele's most exclusive model, the PG 8591.

All thermal disinfectors are built for greatest efficiency. They pair exceptional reprocessing results with the sparing use of valuable resources and process chemicals.



## Lumened instruments

Hand-pieces and contra-angles, dental turbines, saliva extractors, scaling tips and other instruments



## Non-lumened instruments

Mouth mirrors, probes, pincettes, forceps, impression plates, rotating instruments or entire trays and other equipment



**Versatile and flexible –**  
the right treatment for  
each instrument

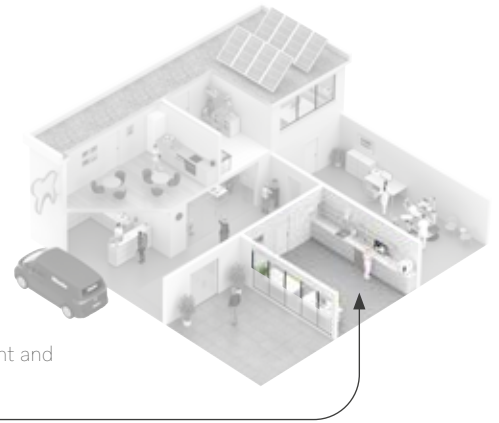


In use here: PG 8591 with A 105/1 basket.

## Designed to meet individual needs

### Reprocessing room

Baskets, inserts, water treatment and process chemicals



Miele Professional offers a variety of matching baskets, inserts and chemicals to ensure the thorough reprocessing of instruments combined with high throughput and the gentle treatment of materials.

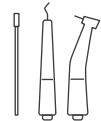
Baskets and inserts for Miele Professional thermal disinfectors are designed for versatility in loading with the lumened and non-lumened instruments used in dental practices. In models from the PG 85 series, up to 44 hand-pieces and contra-angles, dental turbines or saliva extractors can be accommodated and thoroughly cleaned on the inside during reprocessing. In addition to this, there is space for instrument sets, each consisting of a mouth mirror, a pair of tweezers and a probe, for more than 100 patients. This facilitates the highest possible throughput in a single cycle.

To ensure that your dental instruments always present themselves in perfect shape, the gentle treatment of materials is extremely important alongside thorough reprocessing. There are many variables which impact cleaning performance: Temperatures, water hardness and pH-values must be geared to the material composition of individual components.

In line with recommendations issued by instrument manufacturers, Miele Professional offers special process chemicals for the reprocessing of standard and transmission instruments in the form of ProCare Dent.

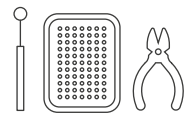
Each product is carefully geared to the various phases of the washing and disinfection cycle on Miele thermal disinfectors. Consequently, these products contribute towards immaculate cleaning and the preservation of materials, preventing discolouration, stains and limescale as well as improving drying results.

In order to meet the high demands placed on hygiene, Miele recommends the use of demineralised water in the final rinse. Additional water treatment accessories guarantee the demineralisation of water to ensure high-quality reprocessing.



### Lumened instruments

Hand-pieces and contra-angles, dental turbines, saliva extractors, scaling tips and other instruments



### Non-lumened instruments

Mouth mirrors, probes, pincettes, forceps, impression plates, rotating instruments or entire trays and other equipment



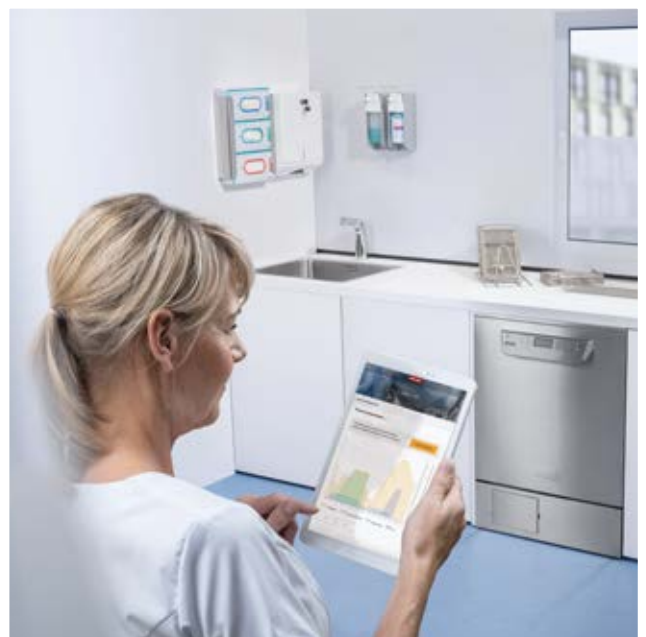
### Water treatment

Demineralisation cartridges, conductivity modules





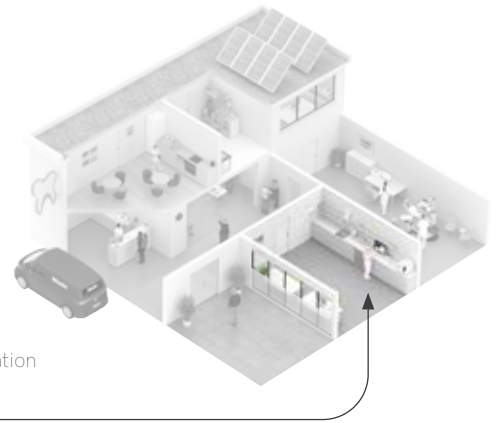
**Test systems,  
process documentation  
and digital solutions**  
to match your instruments  
and processes



Here: The ProCare Sure I-PM test system and the digital Miele MOVE solution.



# All parameters visible at a glance for full transparency and security



## Reprocessing room

Test systems, process documentation  
and digital solutions

Trust is good, control is better. Reprocessing can be tracked, traced and evaluated using test systems and documentation software – installed on PCs, laptops and even wirelessly on mobile devices.

Additional process security in everyday medical practice is afforded by Miele solutions aimed at routine testing during reprocessing. These allow a fast appraisal of whether benchmarks have been met as well as ensuring visual checks on reprocessed instruments. Any protein residues appear discoloured for ease of visibility. The combination of regular routine testing using ProCare Sure I-PM and the ProCare Protein Check rapid test ensure the ultimate in cleaning performance in your dental surgery.

An important quality indicator in the sterilisation cycle is provided by regular performance tests as well as steam penetration testing according to EN 867-5. This permits immediate monitoring of the excellence of reprocessing.

The most convenient benefits offered by 360PRO include direct communication and data transfer between Miele machines and a tablet, desktop PC or smartphone from where machines can be monitored and data documented.

All this is facilitated by the Miele MOVE digital solution. Miele MOVE provides support in monitoring and documenting programmes with detailed data capture. Machine and process data is documented and visualised in easily comprehensible reports and charts. This makes it easy to furnish proof of compliance with prescribed process parameters at programme level and collate, approve and export programme data to meet obligations to present legal proof in a medical environment.

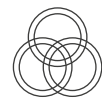
Alongside process documentation, Miele MOVE also contributes towards optimising further processes in a surgery. The intuitive user interface provides insights into a machine's status and enables direct service support. This saves time and improves transparency and security.

In addition, Miele Professional offers further flexible solutions covering documentation, for instance the app-based DataDiary documentation solution and Segosoft Miele Edition as well as matching and tailored communication modules and accessories.



## Documentation and digital solution

Miele MOVE



## Test systems

## MOVE your practice.



[www.miele.de/mielemove](http://www.miele.de/mielemove)



**Instruments reliably sterilised** with the power of **steam at 134°C**



Miele's tried-and-tested Cube steriliser excels in terms of user-friendly operation and top-class user convenience thanks to its ergonomic design. The Cube X also offers short cycles with innovative drying technology as well as customised user management spanning several users.

## Small sterilisers in a class of their own



Reprocessing room  
Sterilisation

The sterilisation of dental instruments is reliable, contributes to short instrument turnaround times and efficient working patterns. At the same time, long-term instrument value retention plays a key role. Whether small surgery or large clinic – Miele has the ideal solution to meet all needs and requirements.

To protect patients and personnel, high hygiene standards apply to the reprocessing of instruments in both dental practices and hospitals. Alongside thermal disinfection, sterilisation is a further crucial factor in safeguarding the integrity of the entire reprocessing cycle. With the new Class B small sterilisers from Miele – Cube and Cube X –, all instruments are sterilised in full compliance with legal requirements. These include both simple solid and porous goods as well as complex lumened instruments such as dental turbines or hand-pieces and contra-angles.

Whether small practice or large clinic: Miele offers two models, each with a different chamber size, to do justice to the varying requirements of dental surgeries and hospitals. The Cube performance model features a full range of functionalities for fast and reliable sterilisation. In addition, the premium model Cube X offers a multitude of

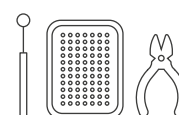
extras such as EcoDry, an S-class fast cycle and individual user management. These sterilisers ensure an efficient instrument reprocessing cycle, technical sophistication and economic use. Process efficiency and short instrument turnaround times are of the essence in dental practices. Short programme cycles and innovative drying technology on the new small sterilisers meet the highest of standards with respect to speed and everyday economies. This is further simplified by a large colour touch display with an intuitive menu structure.

And, what's more, the length of drying cycles is adjusted to load sizes with the aid of Miele's patented EcoDry technology on board Cube X steam sterilisers. This not only reduces cycle times, resulting in energy savings, but also prolongs the life of valuable and expensive dental instruments.



### Lumened instruments

Hand-pieces and contra-angles, dental turbines, saliva extractors, scaling tips and other instruments



### Non-lumened instruments

Mouth mirrors, probes, pincettes, forceps, impression plates, rotating instruments or entire trays and other equipment

# Quality for a broad smile



The Dental Academy in Stockholm counts among the leading dental clinics in Sweden when it comes to cosmetic dentistry and implant surgery. Quality levels are commensurately high. And that's why Dr. Erik Lennartsson places his trust in Miele Professional.





” With machines from Miele, we can be sure of always achieving the best possible results.

Since 2013, Lennartsson has been working as a specialist in implant surgery at the Dental Academy in Stockholm.



**What are the challenges you encounter in your daily work?**

DR. LENNARTSSON There are two teams working in our surgery, treating around 1,000 patients a year. That places enormous strain on our instruments. They have to be cleaned, disinfected and sterilised time and time again. Despite the pace of work, reprocessing must be absolutely hygienic and meet our exacting standards as specialist practitioners.

**Is that why you opted for dental machines from Miele Professional?**

DR. LENNARTSSON Yes, because Miele's proverbial quality is convincing all along the line.

**Which models are in use and how do these meet your exacting requirements?**

DR. LENNARTSSON We have a number of thermal disinfectors and, more recently, two additional sterilisers from Miele Professional. The high capacity and short process cycles contribute toward reprocessing more instruments in the same space of time. Gentle process technology preserves the value of our instruments and also achieves top-class hygienic cleaning performance. That speaks volumes in favour of efficiency and quality.

**Do Miele machines offer any further benefits?**

DR. LENNARTSSON Innovative documentation systems allow us to

monitor all processes and cleaning results. This is a real bonus when it comes to quality control which my team and I would not want to do without.

**You recently refurbished your reprocessing room. In what way did Miele support you?**

DR. LENNARTSSON Miele provided customised assistance with the planning and installation of our reprocessing room. This allowed us to increase our capacity. As far as delivery and installation is concerned, everything went smoothly and to plan. A comprehensive range of services which we will avail ourselves of once again when we next extend our facilities.



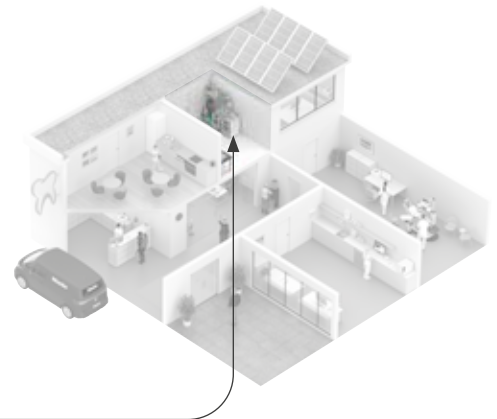
Compact size, **excellent performance** – **Little Giants**



Example of a commercial washing machine and dryer pair providing a fully comprehensive system from the Little Giants series – with the same footprint as domestic appliances.

# Hygiene assurance for surgery workwear

Utility room



High standards of hygiene must also apply to a surgery's workwear. Clean workwear gives patients an additional sense that standards are upheld at all levels to minimise the risk of contamination. The reliable laundry care provided by Miele's Little Giants ensure this is the case.



## Surgery workwear

Shirts, smocks and trousers

In dental practices, immaculately clean workwear is not just a matter of making an impression on patients, though. It is also particularly important that clothing is clean and hygienic at all times to meet stringent hygiene requirements. Hence, the cleaning performance and hygiene programmes on the washing machine is of the essence when it comes to ensuring the reliable washing and disinfection of textiles.

Little Giants from Miele ensure perfect logistics in a closed in-house system, removing the risk of contamination through transportation to contract

laundries. Furthermore, special disinfection cycles contribute towards compliance with the relevant workwear guidelines together with ProCare Tex detergents and additives for hygienic reprocessing. Efficient washing and drying cycles also ensure that clean clothing is once again available for use without any delay. The disinfection wash cycle is also continuously monitored in order to guarantee a hygienic outcome at all times. Not least, Miele's Little Giants also excel in terms of their ability to wash smaller batches of laundry cost-effectively.





Spotless results in only **17 minutes**,  
without compromising on **hygiene**

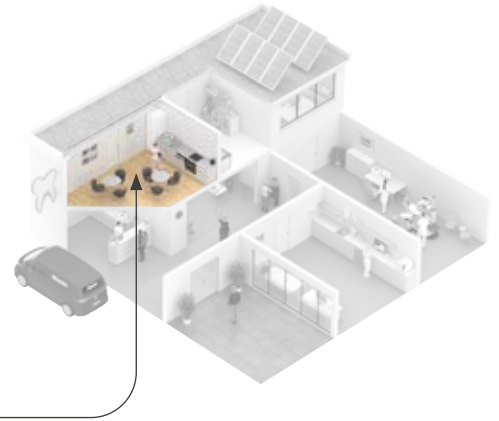


Dishwashers from Miele Professional's ProfiLine series as freestanding units or as fully integrated undercounter units in a run of fitted furniture.



# Sparklingly clean – even during work breaks

Staff room



Even outside of the treatment room, Miele Professional offers solutions for sparkling results – for example when it comes to crockery for staff breaks.

High standards of hygiene apply not only in the surgery. Even behind the scenes, all involved demand immaculate cleanliness. In the course of a working day there is not always sufficient time to wash dishes at the sink.

To allow your employees to focus entirely on the job in hand, Miele Professional dishwashers are a welcome and valuable addition in the staff room. With short cycles, ProfiLine dishwashers achieve top-class results fast. Optimum wash cycles and special-purpose ProCare Shine detergents reduce the consumption of valuable resources such as water and energy to a minimum, thereby increasing economic efficiency in your surgery.

Top-flight hygiene is essential in guaranteeing the protection of your staff. In the 'Hygiene' programme, high temperatures in the main wash and rinse cycle ensure optimum results. Patented GlassCare technology in combination with ProCare Shine maintains the quality and appearance of drinking glasses over an extended period of time and multiple wash cycles.

Using free Miele apps, machines and processes can be launched, controlled and monitored from any room in the building. Supply levels of consumables such as detergent or rinse aid can be checked at a glance and products reordered within the space of just a few mouse clicks.



**Staff kitchen**

Glasses, coffee sets



**Staff room**

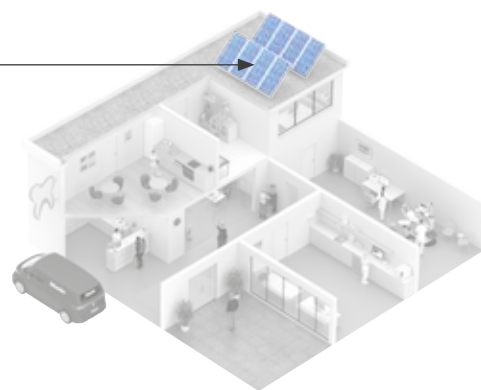
Crockery, cutlery



Our **claim: Branch leader**  
in **sustainability**

Miele Professional is a dependable partner for dentists, patients, suppliers and specialist retailers alike. Environmental protection and fair play are uppermost in our mind in all our activities.

Sustainability



## Sustainable and efficient

It has long been part of Miele's corporate philosophy to develop and manufacture products in line with the best principles of environmental protection. This also applies to high-quality, high-performance and efficient dental solutions to meet the demands of dental surgeries.

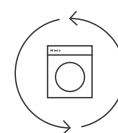
Given their close cooperation with both dentists and instrument manufacturers and many years of experience, Miele has a sound first-hand knowledge of how to go about manufacturing products for practical, everyday use. This applies not only to the quality and the performance of our machines, built to produce first-class results to maintain the highest of hygiene standards. It also governs the development of sustainable technologies and processes for the gentle but efficient treatment of valuable dental instruments and the protection of natural resources. This is what our holistic 360PRO stands for.

To implement our sustainability concept, we focus in production on using only high-quality recyclable materials. This extends the life of machines and enables

the reuse of raw materials at the point of disposal. On the other hand, models with optimised water and energy requirements contribute towards efficient and gentle operation and the good husbandry of scarce resources. And there is a positive side-effect when it comes to economical use: Surgery running costs are reduced.

The fact that Miele strives for fair play with respect to all involved in the process is proof that our sustainability concept extends far beyond just environmental concerns. We place great store by partnership in a spirit of mutual trust and cooperation in all dealings with our employees, suppliers and resellers alike. This approach ensures that the high quality of products and services from Miele Professional are maintained at all times.

### Our pledges for the planet



Create sustainability at every level



Produce machines that leave no traces



Avoid waste by giving products a new lease of life



## Team of experts:

Expert advice on machines and application technology



### Delivery and site access (optional)

Machine is delivered and, subject to agreement, transported to place of use



### Installation

Machine is installed and levelled, and connected to all supplies (according to installation plan)



### Commissioning

Machine is thoroughly checked and handed over to client in full working order, including providing instructions on use to staff

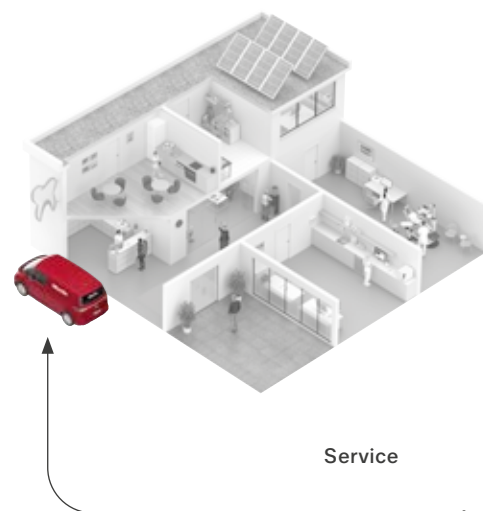


### Further services

Service calls according to selected options or service contract



# Highest service quality from commissioning to comprehensive service



True to the 'Immer Besser' (Forever better) principle, ensuring the highest of quality and production standards has pride of place at Miele. This is clearly evidenced throughout the entire process chain from the delivery of products right through to maintenance and machine repairs.

Miele's service network with over 230 Professional medical service engineers in Germany alone means that help is available fast and without fuss. It even starts with delivery as Miele's team of experts provides support in commissioning machines. Regular inspections, maintenance and professional repairs also ensure maximum uptime and guarantee the performance of equipment.

Miele Professional offers surgeries of all sizes tailored service contracts. In honouring these contracts, Miele service engineers regularly assess and evaluate the condition of machines. Depending on the contract concluded, this comprises an analysis of functionality and safety with respect to all key components, including replacement as and when necessary.



## 360° service

After-sales service, pre-sales advice, installation, commissioning, maintenance, repairs, spare parts

## Further services and contracts



### Performance qualification

Performance qualification includes the validation of processes to ensure cleaning, disinfection and sterilisation performance.



### Maintenance contract

Maintenance involves the replacement of parts subject to wear and tear as part of preventative maintenance. In addition to this, regular checks and maintenance safeguard the value of your investment.



### Full-service maintenance contract

Alongside regular maintenance, a full-service maintenance contract from Miele Professional also covers the costs of further potential repairs.



### Hygiene test

Miele offers ProHygiene tests for washing machines and dishwashers. A bioindicator provides proof of disinfection on these machines.

Miele & Cie. KG  
[www.miele-professional.com](http://www.miele-professional.com)

## **Immer Besser**

Since 1899, Miele – a family-run company – has subscribed to a clear corporate philosophy condensed into the two words 'Immer Besser' (forever better). This overarching claim is the foundation of Miele's proverbial quality and sustainability and the power of innovation of a brand 'Made in Germany'. A brand promise which gives professional 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 distinguished position Miele enjoys with respect to design, quality management and the sparing use of 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 Miele service operation which guarantees fast response times ensure that machines perform to perfection and offer the ultimate in capacity and efficiency.

## **Miele Professional on the web**

- For detailed information on technical data, features and accessories
- Brochures covering all product groups and applications available as downloads
- Detailed information, instructions and product presentations on Miele Professional's YouTube channel



[miele-professional.com](http://miele-professional.com)