

**Miele**

360°  
system concept

Quality in all areas:  
Our 360° solutions for your medical practice

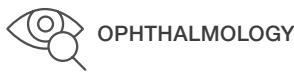
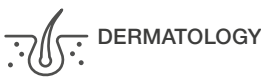
**Miele Professional. Immer Besser.**



# Our 360° system solution for your branch of medicine



Tailored solutions  
for your branch of medicine





#### REPROCESSING ROOM

SURGICAL INSTRUMENTS,  
PROCESS DOCUMENTATION  
AND TESTING SYSTEMS



#### UTILITY ROOM

SURGERY WORKWEAR



#### WAITING ROOM

AIR PURIFICATION



#### STAFF ROOM

GLASSWARE, CROCKERY  
AND CUTLERY



#### SUSTAINABILITY



#### SERVICE

Visit us online to discover  
our comprehensive range  
of solutions.



[miele-professional.de](https://miele-professional.de)

Buy direct from our  
online shop.



[shop.miele-professional.de](https://shop.miele-professional.de)



## Specialist in many disciplines

Doctors have devoted their lives to the health and wellbeing of their patients and enjoy their confidence. Alongside providing advice and treatment in their daily work, their responsibilities also involve ensuring high standards of hygiene in their surgeries.

Always on hand: Comprehensive solutions from Miele Professional. Like the science of medicine, system solutions from Miele engender trust and confidence on account of their high quality and decades of experience. We place our trust in high-quality materials, future-proof technology and reliable, award-winning after-sales service. Thanks to the life expectancy of our products and their sparing use of water, energy and process chemicals, this is an important step towards greater sustainability in running your surgery. Whether it's the safe reprocessing of medical instruments, washing and drying surgery workwear or cleaning cups and saucers in the staff room – expect first-class results in all cases

from high-class products from Miele Professional.

In everyday surgery life, washer-disinfectors and sterilisers from Miele Professional excel not only in terms of performance. Practical methods are used to reprocess specialised instruments from a variety of disciplines, from ENT and gynaecology through to ophthalmology. A variety of different model versions make for high throughput and the fast turnaround of instruments. Reprocessing is thorough in the interests of infection control and material compatibility aimed at prolonging the service life of instruments.

Machines from Miele Professional lay the foundation for excellent cost-efficiency in your surgery: They are thorough and fast, but also low-maintenance and extremely durable. The value of your investments is safeguarded. The sparing and efficient use of water and chemicals represents

an important contribution towards greater sustainability and reduced running costs.

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

*Markus Miele*

**Dr. Markus Miele**  
Executive Director and Co-Proprietor  
Miele & Cie. KG

*Reinhard Zinkann*

**Dr. Reinhard Zinkann**  
Executive Director and Co-Proprietor  
Miele & Cie. KG



## Our 360° solutions for medical practices

Optimise daily work in all areas of your surgery with our integrated, holistic solutions. Beginning with the instrument reprocessing cycle through to the hygienic washing of surgery workwear and the cleaning of crockery. Miele machines reduce administrative effort and save time to increase the effectiveness of your surgery. Our portfolio is rounded

off by a range of comprehensive solutions from Steelco catering for central instrument reprocessing in hospitals. Benefit from Miele's proven and acclaimed after-sales service. Our service engineers offer on-site service within 24 hours. We are your reliable partner, from planning through to after-sales service.

## Single-source supply

Thanks to System4Med from Miele Professional, your surgery can profit from a four-stage systematic approach from one single supplier. High-performance machines, tailored process chemicals, modern software and service excellence optimise the instrument cycle, resulting

in valuable time and cost savings. System4Med, a new approach to professional instrument reprocessing, meets the highest of demands by addressing all aspects of the instrument reprocessing cycle.

### **Cleaning, Disinfection, Sterilisation**

Innovative washer-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.

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.

**B. BRAUN**  
SHARING EXPERTISE

**Geuder**  
Precision made in Germany

**KLS martin**  
GROUP

**OLYMPUS**

**RICHARD WOLF**

**STORZ**  
KARL STORZ – ENDOSKOPE

Experience pays its way – for 60 years, Miele has been your dependable partner in the fields of medical and laboratory technology. We are therefore highly familiar with the challenges in your branch of medicine. This has resulted in the holistic approach taken by System4Med.

**60**  
YEARS Medical Technology



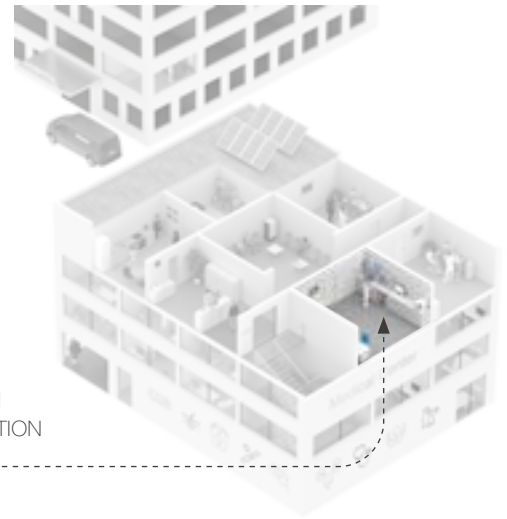
## High-performance helpers: our **washer-disinfections**



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

## Value-added washer-disinfectors

**REPROCESSING ROOM**  
WASHING AND DISINFECTION



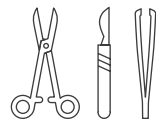
Designed for instrument reprocessing, washer-disinfectors offer real added value: better cleaning performance, improved process security and greater convenience. For each medical discipline, installation situation and all instrument volumes, Miele Professional has matching right-sized washer-disinfectors to meet all requirements.

Miele Professional washer-disinfectors guarantee exceptional performance, efficiency and safety when it comes to cleaning and disinfecting medical instruments. Flexible combinations of baskets and inserts make for highest throughput. The interaction of the washing mechanism, process chemicals and specialised reprocessing programmes such as Vario TD Instruments guarantees excellent results. Active DryPlus hot air drying with HEPA filtration is the ultimate solution for drying even the most intricate instruments.

The PG 8582, Miele's all-rounder, is ideal in any surgery for the general reprocessing of common instruments. And, if there is a need to store process chemicals inside the machine, the PG 8582 CD, our all-in solution, is the product of choice. With a width of 90 cm and its full set of specifications offering the ultimate in safety, this model is the perfect answer to instrument reprocessing needs. And Miele

Professional is also a boon to smaller practices: The PWD 8534, a compact tabletop unit, has a space-saving design which fits neatly on any countertop. Top-class specifications in combination with familiar levels of performance, drying, efficiency and process security are offered by Miele's most exclusive model, the PG 8592.

Washer-disinfectors from Miele Professional are designed for the greatest possible efficiency. They pair exceptional reprocessing results with the sparing use of valuable resources and process chemicals. Reprocessing is nicely rounded off by matching process chemicals tailored to the specific needs of your applications. All ProCare Med products are carefully designed for the individual phases of the washing and disinfection process in Miele washer-disinfectors and contribute to immaculate reprocessing results and the gentle care of materials.



### Reprocessing room

Surgical instruments for a variety of applications





Versatile and **flexible** –  
**tailored solutions** for  
various **disciplines**





## Designed to meet broad-ranging needs of different disciplines

The instruments used are as varied as the disciplines they are used in. As a result, specific challenges apply in the hygienic reprocessing of instruments which must be mastered if consistently excellent results are to be achieved. Miele Professional's system solution offers everything needed for the safe and efficient reprocessing of instruments in the medical sector, from washing and disinfection to sterilisation and process documentation.

From general medicine, ENT and gynaecology through to surgery – Miele machines are designed for flexible and efficient loading with a wide range of lumened and other instruments used in doctors' surgeries. To ensure that your medical instruments always perform best, good material compatibility is essential alongside thorough reprocessing. There are many variables which impact cleaning performance: Temperatures, water hardness and process chemicals must be geared to the material composition of individual components. The interaction between a Miele washer-disinfector, its accessories and process chemicals helps ensure that the highest standards of hygiene are met and maintained in instrument reprocessing. Washing and disinfection is followed by sterilisation – reliable and fast in Miele B-class sterilisers with extended maintenance intervals indicative of high-level product reliability. Additional accessories for the pre-treatment of the water supply and process documentation neatly round

off the system and guarantee efficiency in the instrument reprocessing cycle, maintaining the highest technical and economical standards.

### Gynaecology

Gynaecological treatment requires special instruments, such as specula. Reprocessing is extremely demanding, but a challenge that can be mastered with Miele Professional. Inserts like the E 416 were developed for the thorough cleaning and disinfection of these dedicated instruments. The Vario TD GYN reprocessing programme takes account of the material-specific requirements for hygienic reprocessing. With a capacity for up to 48 speculae, washer-disinfectors offer high throughput per cycle – and together with the high performing Cube small steriliser from Miele guarantee fast instrument turnaround.



**Surgery**



**Dermatology**



**Gynaecology**



**ENT**



**Ophthalmology**



**Chiropody**



**Urology**



**Veterinary medicine**



**Further medical practices**



### ENT

With Vario TD ENT, Vario TD ENT Optics and Vario TD ENT+, you can choose from three special cleaning programmes to remove residues such as secretion and ointments from medical instruments and get them ready to use again fast. This enables material- and contamination-specific reprocessing. The E 803 insert is specifically designed to accommodate nose and ear speculae and promotes hygienic and reliable reprocessing, whilst the E 373 insert is designed to hold ear funnels and other instruments used in ENT securely during reprocessing.

### Chiropody

For instruments in chiropody, inserts for nail clippers or for instruments held in an upright position, such as files and tweezers, are available. This ensures that powerful and delicate instruments can undergo both thorough and protective reprocessing. With small sterilisers from Miele – Cube and Cube X – instruments are sterilised in accordance with the relevant standards.



### Ophthalmology

For lumened ophthalmological instruments, the A 314 mesh tray with an integrated irrigation rail to dock onto the A 207 load carrier is the product of choice. This combination enables reprocessing without separating instrument sets. Delicate ophthalmological instruments and the treatment of sensitive eye tissue pose significant challenges to reprocessing. Special-purpose ophthalmology programmes give a sense of security and confidence. Short sterilisation cycles and cutting-edge drying technology further contribute to short instrument turnaround times.

### Surgery

Surgical instruments, theatre shoes and anaesthetic equipment require reliable reprocessing resulting in reproducible results. With the A 203 load carrier for minimally invasive instruments or the A 201 for breathing tubes or intubation material, you can be sure of achieving your hygiene goals. For theatre shoes, the A 307 insert, among others, provides reliable services.

### Veterinary medicine

Instruments used in veterinary medicine can be safely and gently reprocessed in baskets and holders designed for the shape and size of typical instruments. Thanks to special programme cycles, organic contamination (blood, mucous), zoonotic diseases, irrigation solutions and animal hairs are removed with ease. The Performance model Cube, a B-class steriliser, ensures thorough sterilisation after disinfection. The steam steriliser excels in terms of short cycles, perfect drying and low consumption.

### Dermatology

Miele also offers a solution for dermatological instruments. A combination of baskets, inserts and process technology promises a sense

of security and reliability in instrument reprocessing.

### Urology

Many lumened instruments and optics made from a wide range of different materials represent a challenge to hygienic reprocessing. Inserts with appropriate injector nozzles and holders ensure the gentle and safe cleaning and disinfection of urological instruments.

### Further medical practices

In the medical sector, a broad selection of instruments is used to meet the needs of a wide range of treatment methods. Thanks to the modular nature of the accessory portfolio, you can configure your Miele washer-disinfectors to suit your specific needs and tailor reprocessing to individual instruments. With inserts geared to specific applications, optimum reprocessing results are achieved for the instruments in hand. Miele offers a range of models and chamber sizes for the sterilisation of instruments to cater for various needs with respect to capacity and instrument types. All models are compelling propositions in terms of their perfect drying, their colour touch display for simplicity of use and the ease with which they integrate into existing IT systems.







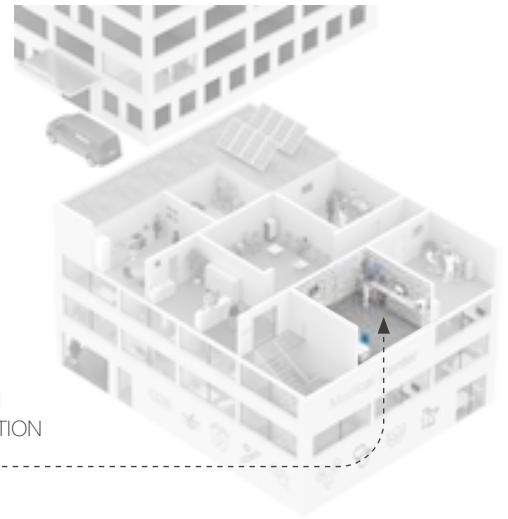
## Getting the **chemistry** right **ProCare Med** process chemicals



Miele Professional is rounding off its comprehensive System4Med with process chemicals for reprocessing in the medical sector.

## One system – for hygienic reprocessing

**REPROCESSING ROOM**  
WASHING AND DISINFECTION



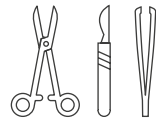
ProCare Med process chemicals were developed for the reprocessing of medical instruments and carefully designed to cater for day-to-day processes and the specific requirements of the materials used. From pre-treatment through to cleaning and neutralisation and manual lubrication, the portfolio maps all process stages in the cleaning and care of high-quality medical instruments.

Miele offers matching and customised solutions to medical practices and outpatient surgeries, tailored precisely to individual needs and requirements. Users profit from excellent cleaning results achieved in combination with low dispensing concentrations and short cycle times. This way, users can achieve significant time savings and cut costs significantly in the course of their everyday work. Whether general medical applications and surgery or specific fields of expertise such as gynaecology, dermatology, urology, ophthalmology and ENT or other branches of medicine – in each of these areas, ProCare Med process chemicals make a great contribution towards ensuring the highest of hygiene standards.

From pre-treatment, cleaning and neutralisation through to rinsing and manual lubrication, the comprehensive range of ProCare Med products covers all stages of reprocessing in the day-to-day running of surgeries. Each product is designed for use in washer-disinfectors

from Miele Professional, ensuring that dispensing is precise and tailored to the selected reprocessing cycle. The formulation of the process chemicals is such that the requirements of individual instruments are respected and the gentle care of materials is guaranteed. Through protection against stains, corrosion and further blemishes, the life cycle of delicate and often very expensive instruments is measurably extended.

As part of a holistic approach, process chemicals complete Miele Professional's offering aimed at reprocessing instruments. Making sure you achieve excellent cleaning performance – in a safe and time-saving manner. Material compatibility has been thoroughly tested to ensure that the use of ProCare Med products contribute to maintaining the value of instruments. The extended life expectancy of instruments and the optimised use of water, chemicals and energy has a positive effect on the sustainability of processes.



### Reprocessing room

Surgical instruments for a variety of applications



**Test systems and process documentation –**  
to match your instruments  
and processes



Comprehensive process control and documentation using the ProCare Protein Check rapid test and the DataDiary app-based plug-and-play solution.



## Test systems and process documentation

### REPROCESSING ROOM

TEST SYSTEMS AND PROCESS DOCUMENTATION



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.

Regular routine checks using the ProCare rapid protein check maintain maximum quality in cleaning in medical surgeries. 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 System4Med include direct communication and data transfer between Miele machines and a tablet or desktop PC from where machines can be controlled and data documented. This is made possible by the DataDiary app and Segosoft Miele Edition software. Protocols can be exported as PDF files and transferred directly to patient

management systems – an enormous time saving for employees coupled with full compliance with legal requirements relating to documentation standards.

The NetBox.2 is a complete documentation system including pre-configured software. The system is connected via an interface to the machine and gathers relevant data from the current cycle. In normal mode, documentation is fully automatic without any intervention on the part of the user. This results in an increase in operational security as the NetBox.2 provides a good level of protection against user errors.



### Documentation

App-based Plug & Play solution:  
DataDiary



### Test systems



With the power of **134°C steam**  
Reliably **sterilised instruments**



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



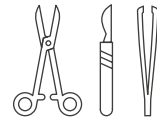
The sterilisation of medical instruments is reliable, contributes to short instrument turnaround times and efficient working patterns. At the same time, long-term instrument value retention plays a key role. From the disinfection of surgical instruments through to cleaning instruments used in ENT and gynaecology, Miele has the perfect solution for all needs and requirements.

To protect your patients, exacting hygiene standards apply to the reprocessing of medical instruments in doctors' practices. Alongside cleaning and thermal disinfection, sterilisation is a further crucial factor in preventing nosocomial infections from contaminated instruments. With small sterilisers from Miele – Cube and Cube X – instruments can be sterilised in accordance with standards. These include solid instruments such as tweezers, scissors and forceps as well as complex lumened instruments such as rinsing and suction devices.

Whether small practice or large clinic: Miele offers two models, each with a different chamber size, to do justice to the varying requirements of surgeries. The Cube performance model features all 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 medical practices. Short programme cycles, extended maintenance intervals and innovative drying technology on 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 medical instruments.



#### Reprocessing room

Surgical instruments for a variety of applications



# CONVINCED BY EXPERIENCE



Because experience is the best endorsement: Chiropodist Ramona Fallegger first became acquainted with the benefits of medical solutions offered by Miele Professional in 2017. Today, in her chiropody centre in the Swiss town of Stans, she and her colleagues place their trust in Miele's proverbial quality.

**” I heartily recommend Miele to colleagues in my line of business.**

Chiropract Ramona Fallegger opened her own practice in 2020 together with two colleagues.

#### **What processes constitute part of your daily work?**

RAMONA FALLEGGER We treat all sorts of clients, young and old, covering both the medical and cosmetic aspects of chiropract. After each treatment session, instruments are reprocessed in our laboratory. They are then wrapped and treated in a steriliser to ensure they are 100% germ-free. I rely on the PG 8592 washer-disinfector and the PST 2210 small steam steriliser from Miele Professional.

#### **Why place your trust in products from Miele?**

RAMONA FALLEGGER As early as 2017, when I was still employed by another surgery, I learned to appreciate Miele solutions to reprocess medical instruments. The use of this equipment and the reprocessing results so convinced me that I naturally chose Miele when equipping my own practise in 2020.

#### **What role do time and cost savings play in the procurement of machines?**

RAMONA FALLEGGER Thanks to reprocessing solutions from Miele, we are assured of consistently high quality standards in instrument reprocessing and hence good margins of safety. At the same time, we save a lot of time spent cleaning and disinfecting instruments, freeing up time for other duties in and around the surgery.

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

RAMONA FALLEGGER Alongside the quality of the machines, I value the uncomplicated and expert cooperation with Miele just as much as their fast and reliable service. I can wholeheartedly recommend Miele solutions to my colleagues working as chiropractists.





99.995% air filtration, **100% convenience** –  
the new Miele **AirControl** air purifier

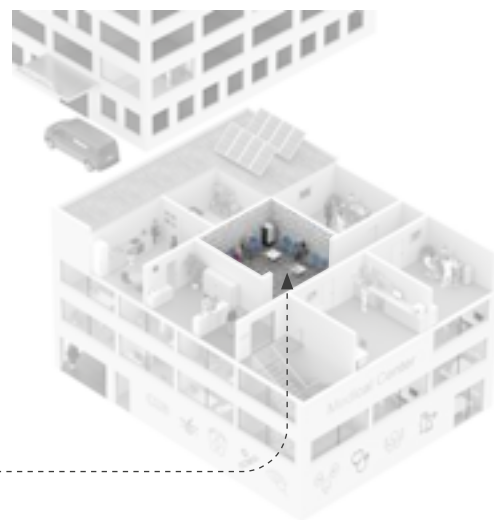


The air is clear: Miele AirControl reduces the risk of contracting diseases and drastically cuts the level of contaminants in room air.



## Fewer viruses. More us.

WAITING ROOM



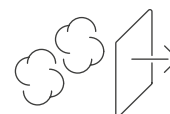
Different people gather in waiting rooms. Some of them are healthy, some are ill, and some may even be infectious. To minimise the potential risk to yourself, your staff and patients, the new Miele AirControl air purifiers make a valuable contribution to infection control.

Miele AirControl air purifiers rid the air in waiting room of pathogens that spread through the air we breathe via aerosols. Thanks to a 5-stage filtration system, 99.995% of airborne particles are removed from the air. Coarse and fine pre-filters, a high-performance HEPA H14 filter, and active-charcoal filter and an air discharge filter reliably scrub room air. The Miele ThermoControl system thermally deactivates relevant pathogens with an air temperature of 70°C and dries the filter at the same time. And the machine generates minimal noise so that the pleasant atmosphere in the waiting room is not disturbed. All models from the Miele AirControl series are PIN-protected against unauthorised access and manipulation.

Practical automatic programmes allow operating times to be adjusted to suit requirements, allowing for example an

air purifier to be activated automatically during opening hours. An integrated CO<sub>2</sub> sensor detects the need for room ventilation and activates the air purifier as and when needed. The third automatic programme combines time-controlled operation with the CO<sub>2</sub> sensor for no-fuss operation once the machine has been set.

Miele AirControl comes in various sizes for use in a variety of rooms. PAC 1045 reduces airborne dust and aerosols in areas covering up to 45 m<sup>2</sup>; the PAC 1080 is capable of purifying rooms of up to 80 m<sup>2</sup> in size. The new PAC 1200 offers top-class filtration and is able to clean up to 200 m<sup>2</sup>.



**Waiting room**

Room air



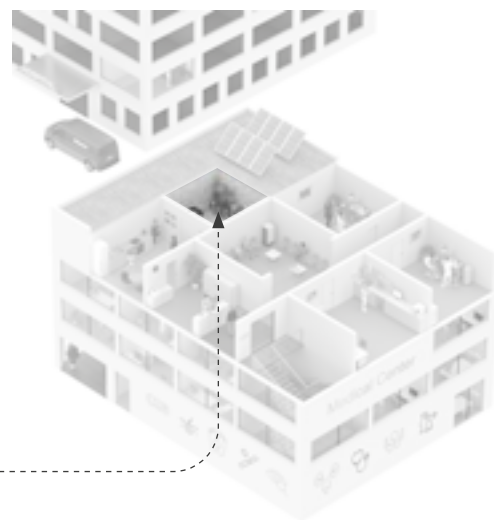
Compact size, **excellent performance** – **Little Giants**



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.

## Assured hygiene 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 on all levels to minimise the risk of contamination. The reliable laundry care provided by Miele's Little Giants ensure this is the case.

In medical practices, practitioners and their staff go to great lengths to ensure that workwear is immaculately clean and hygienic at all times – not just to make a favourable impression on patients but also 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-efficiently.



### Surgery workwear

Shirts, smocks and trousers



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

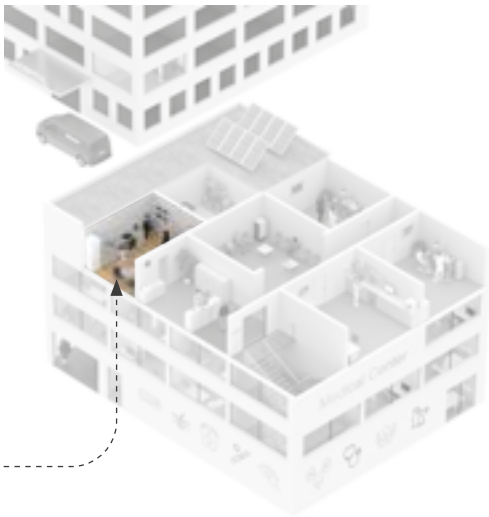


Dishwashers from Miele Professional's ProfiLine series as freestanding units or as fully integrated undercounter units in a run of fitted furniture.



# Sparklingly clean – even during work breaks

STAFF ROOM



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.

Comprehensive hygiene is taken to a whole new level with fresh water dishwashers. Our exclusive dishwashers which take in fresh water several times throughout a programme cycle create the ideal conditions for the particularly safe reprocessing of crockery and cutlery.



## Staff kitchen

Glasses, coffee sets



## Staff room

Crockery, cutlery

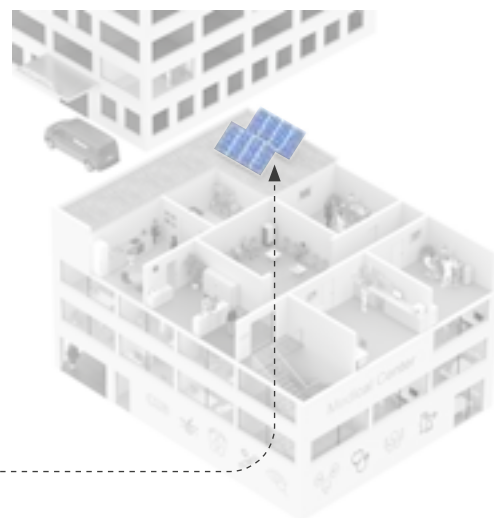


## Our **claim: Branch leader** in **sustainability**

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

## Sustainable and efficient

### SUSTAINABILITY



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 medical surgeries.

Given their close cooperation with both practitioners 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 medical instruments and the protection of natural resources. This is what our holistic System4Med 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.



### Sustainability

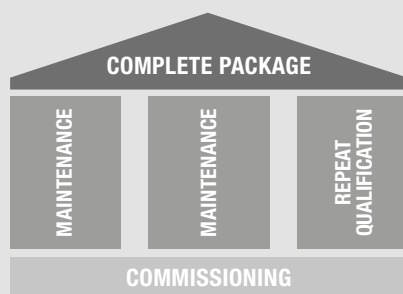


**Expert team – 1,000 technicians on the road for you.**

### Peace of mind:

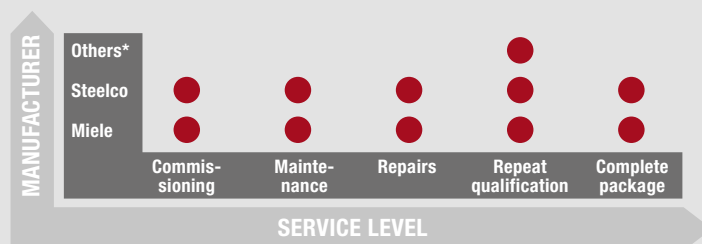
#### Miele's comprehensive service portfolio

From commissioning to comprehensive package: Miele offers a choice of several service packages.



#### Overview of service packages and manufacturers

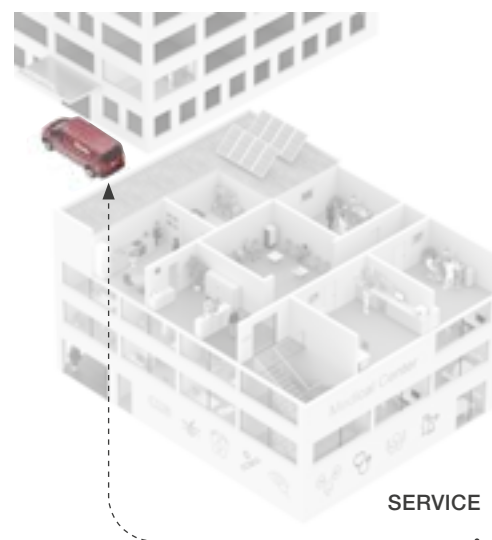
Our technicians are suitably trained and the required spare parts can easily be accessed via Miele. Miele also offers performance qualification services for products from other manufacturers.



\* Does not apply to Austria



## The highest service quality from commissioning to a comprehensive service package



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 through to maintenance and machine repairs.

Miele's service network with around 1,000 professional service engineers worldwide means that help is available fast and without fuss. It even starts with delivery as Miele's team of experts provides support with installing and commissioning machines. Regular inspections and maintenance and professional repairs also ensure maximum uptime and ensure the performance

of equipment. Miele's comprehensive service package comprises maintenance, repairs and performance qualification - the three pillars of servicing to ensure peace of mind. Thanks to the quality of Miele products 'Made in Germany', clients profit from extreme longevity and the availability of spare parts for up to 15 years – even if a product is no longer listed.



### 360° service

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



#### Commissioning

Our Miele medical engineers will commission your machines after installation free of charge and provide instructions on machine use.



#### Maintenance

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 maintenance service

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



#### Performance qualification

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



#### Hygiene test

Our engineers ensure that the reprocessing of laundry in your surgery always subscribes to the necessary hygiene regulations.

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.

## **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.de](http://miele-professional.de)

## **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.

## **The Miele webshop**

- Machines, accessories and chemicals for commercial use
- Free delivery



[shop.miele-professional.de](http://shop.miele-professional.de)

## **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.