

**Miele**

Preventative Maintenance  
and Service Support

# Laboratory Glassware Washers

Miele Professional. Immer Besser.



## Your Preventative Maintenance Investment

Miele Professional offers a broad range of preventative maintenance services to resolve any product issues quickly and promote an exceptionally long service life. Our preventive maintenance programs offer regular checks-ups and diagnostic testing for glassware washers, each designed to protect your investment and ensure product longevity.

## Ensuring Operational Safety

Miele's Customer Service team works with you to schedule regular maintenance checks for your appliances, ensuring maximum operational safety. We take a proactive approach to identify potential problems, while optimizing the machine's operational functions on an ongoing basis.

## Dedicated Lab Partner

Let Miele's expert service technicians take the guesswork out of your lab glassware washer. We guarantee fast and reliable repairs, and our knowledgeable staff thoroughly checks your equipment to ensure proper operation. Miele also offers specially formulated ProCare Lab detergent for perfect reprocessing and cleaning of laboratory glassware.



## Tailored Miele Service Packages

We are pleased to provide you with a Preventative Maintenance contract quote for your Miele lab glassware washer. Selecting the right plan is the best way to maximize the longevity of your machine and minimize the chance of unforeseen repairs. Each contract is customized to your appliance's needs and include the following:

- Replacement of factory recommended maintenance parts
- Complete review and verification of proper operation
- Customized plans based on the volume of use

	Standard Maintenance	Advanced Maintenance	Premium Maintenance
<b>Full machine</b> operational inspection	✓	✓	✓
<b>Base*</b> Maintenance kit	✓	✓	✓
<b>Expanded*</b> Maintenance kit		✓	✓
<b>Ultimate*</b> Maintenance kit			✓

\*Different Maintenance Kit levels are available based on type of application and site preferences. Amount of parts can be increased to provide flexibility and optimize preventative maintenance.

Preventative Maintenance plans can also be adjusted to address the volume of annual usage. Miele recommends that the unit have a preventative maintenance for every 1,000 hours of operation.

**Normal Use –** 1000 Hours of operation annually  
Visit once per year

**Intermediate Use –** 2000 Hours of operation annually  
Visit twice per year

**Heavy Use –** 4000 Hours of operation annually  
Visit every quarter

No matter the demands on your Miele equipment, our service department is here to support you and your equipment. Please contact us today and we will be able to put together a service plan that ensures the performance of your Miele washer.

**800.991.9380**

8:00am- 7:00pm

[proservice@mieleusa.com](mailto:proservice@mieleusa.com)

[www.miele-pro.com](http://www.miele-pro.com)



## Miele Preventative Maintenance Plans

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- Maintain high level performance and secures machine uptimes
- Avoid unforeseen breakdowns and interruptions
- Guarantee machine durability and longevity
- Professional maintenance by qualified Miele service technicians
- Regular updates of machine functions and programs
- Maintenance performed at regular intervals
- Reduced maintenance costs per machine from second machine onwards
- Automatic scheduling of appointments by Miele reduces workload on part of machine owner

## Excellent durability

In line with our philosophy of "Immer besser" we guarantee the highest quality and production standards with our brand "Made in Germany". Miele Professional stands for the reliability of its products like no other manufacturer.

For more information on  
Miele Professional  
services contact:

**800.991.9380**

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