

## Miele Professional – stronger than ever before

- ▶ From machine manufacturer to full-service supplier in laundry, dishwashing, laboratory and medical technology
- ▶ Attractive offers to mark anniversary
- ▶ Joint venture aims for growth in hospitals and pharmaceutical industry

**Gütersloh, February 15, 2024. – As Miele celebrates its 125th anniversary, the Professional business is stronger than ever before. As early as 1924, the company first offered drum washers for commercial businesses such as laundries, hotels and hospitals. Today, the Professional business unit stands for holistic hygiene concepts in laundry care, in commercial dishwashing and in the field of medical technology. Miele is set to celebrate its anniversary with attractive terms and conditions for all customers.**

A clear focus on the needs of customers has been the hallmark of Miele's product portfolio in the commercial sector for many decades. This starts with professional dishwashers for the hospitality industry and includes dryers, ironers and washing machines for a variety of target audiences, beginning with 6 kg machines for small businesses through to machines with load capacities of 32 kg as typically used in laundrettes, hotels and retirement homes. Miele Professional provides machines for thorough and gentle cleaning, disinfection and sterilisation to laboratories, medical practitioners and dentists. In this field, accessories are highly specialised. Examples include injector nozzles and adapters for the hygienic cleaning of complex lumened instruments in a thermal disinfectant.

### **360 PRO: Comprehensive support for customers**

What sets Professional apart from other manufacturers is, alongside high quality, its holistic approach as Miele has progressed over the years from being a machine manufacturer to being a full-service provider. In concrete terms, this means that the company offers its own process chemicals which are tailored to machines and applications, thereby making processes as efficient as possible and guaranteeing the gentle cleaning and reprocessing of materials. If necessary, highly qualified Miele service engineers deal with faults fast and minimise downtimes. With the takeover of the SMP laboratory service provider in 2022, Miele extended its range of services and can now for example offer independent validations and mandatory tests - all from one single source.

## **Connected for greater efficiency, an improved overview and better service**

The new Miele MOVE digital platform allows status data and reports to be extracted from machines online. One advantage should not be underestimated: Users always have all machines and their running times on their radar, simplifying planning job rotas. Similarly, consumables are easy to reorder, and, if needed, the system provides a direct link to Service.

Ahead of larger projects, Miele specialists conduct feasibility calculations and then go on to plan and accompany the completion of installations. After delivery and installation, Miele will, on request, train operating staff and offers maintenance and full-service contracts. One example from laundry technology is provided by Miele's subsidiary appWash which helps run launderettes in student accommodation and other shared facilities. If required, appWash can operate a launderette entirely on behalf of customers.

## **Investments in medical technology and pharmaceutical industry growth markets**

The entire planning and installation of CSSDs (central sterile supply departments) in hospitals for the reprocessing of medical products is a relatively new field of activity. Similar demands, albeit involving a greater degree of customisation, come from the pharmaceutical industry, where machines for washing, disinfection and sterilisation are often used in the actual production process. Miele's Professional business unit brings together these fields of business within the Steelco Group, the Italian medical technology specialist which has belonged to the Miele Group, together with its two production plants, since 2017. 'We aim to establish ourselves among the top 3 suppliers worldwide in the hospital and pharmaceutical sectors', says Dr. Christian Kluge, Senior Vice President of the Professional business unit, 'and recently signed a joint venture contract with the Swiss holding Metall Zug'.

Read more in [Press release No. 120/2023](#).

## **Enduring quality**

Despite a wealth of innovations and new business fields, one thing has remained unchanged at Miele Professional: the exceptional dependability, robustness and longevity of the products. Depending on the product group, commercial machines are tested to last up to 40,000 programme cycles. A long and productive machine life is also guaranteed by the fact that Miele stocks key functional spare parts for much longer than is customary in the branch. For Professional machines alone, more than 28,000 components are available from Miele's own warehouses for up to 15 years after series production ceases – reparability has been high on the Professional agenda for decades and is one of the factors that contributes

significantly to sustainability. With a view to climate protection and cost efficiency, Miele continues to focus on reducing electricity and water consumption. The fact that this is achieved without any trade-off in terms of performance, results or convenience is the result of innovative technologies such as heat recovery, heat pumps and hot-water heating-technologies which are in part only available from Miele.

The Professional business unit employs a staff of more than 3,000 and manufactures its products at plants in Bielefeld, Gütersloh, Bürmoos, Lehrte, Uničov, Riese Pio X and Cusano. In 2022, Professional contributed to the tune of € 750 m to Miele group turnover.

To mark its anniversary, Professional has created a new image video available [here](#).

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**Company profile:** Miele is the world's leading manufacturer of premium domestic appliances including cooking, baking and steam-cooking appliances, refrigeration products, coffee makers, dishwashers and laundry and floor care products. Their product portfolio also includes dishwashers, washing machines and tumble dryers for commercial use as well as washer-disinfectors and sterilisers for use in medical and laboratory applications. Founded in 1899, the company has eight production plants in Germany, one each in Austria, the Czech Republic, China, Romania and Poland as well as two production plants belonging to its Italian medical technology subsidiary Steelco. Sales in the 2022 business year amounted to around € 5.43 bn. Miele is represented with its own sales subsidiaries and via importers in almost 100 countries/regions. Throughout the world, the family-run enterprise, now in its fourth generation, employs a workforce of around 23,000, of which approx. 11,800 employees work in Germany. The company has its headquarters in Gütersloh in Westphalia.

## There are four photographs with this text



**Photo 1:** Selected laundry machines for commercial operations are available from Miele Professional at attractive terms and conditions in the anniversary year. (Photo: Miele)



**Photo 2:** The thorough and gentle cleaning of instruments is part and parcel of daily work in a doctor's surgery. Miele has special washer-disinfectors in its lineup for this purpose. (Photo: Miele)



**Photo 3:** Fast and versatile: MasterLine dishwashers for the hospitality industry and small businesses. (Photo: Miele)



**Photo 4:** Steelco machines for reprocessing medical products in CSSDs: With the intended joint venture with the Swiss holding Metall Zug, Miele is further expanding its market position in hospitals and the pharmaceutical industry. (Photo: Steelco)

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