

Press release
No. 039/2024

Miele MOVE: Live data relayed to mobile devices ensures safe reprocessing of laboratory glassware

- ▶ Connects to laboratory glasswashers from the SlimLine series and undercounter models
- ▶ Documentation of process data and fast access to Miele Service

Gütersloh/Munich, April 9, 2024. – Connectivity via the Miele MOVE portal makes reprocessing in Miele undercounter laboratory glasswashers safer and more convenient – thanks to digital real-time information and data on process cycles. The remote monitoring of key process parameters, for instance, is possible, helping to keep track of which machines are running and whether there is a sufficient supply of chemicals. Where necessary, contact to Miele Service can also be quickly established.

For this, connectivity-enabled laboratory glasswashers, for example models from the SlimLine series or undercounter models, are a prerequisite. This makes it easy to check from the convenience of a smartphone, tablet or PC when programmes are finished and when machines can be unloaded. This saves a lot of legwork on the part of staff. Furthermore, Miele MOVE allows process data which is key to the provision of laboratory glassware used for analytical work to be monitored, including temperatures and cycle times. The corresponding data can be exported and saved – including the graphical display of progress charts as a prerequisite for clear process documentation. Users can also easily recognise which machines are being used to capacity and whether efficiency levels can be further improved.

Reminders that cleaning chemicals soon need replenishing are also helpful. The system is set to proactively provide advance warning via the portal. In this case, consumables can be re-ordered simply thanks to a direct link to the Miele Professional Shop. This feature is available to all registered users, i.e. to multiple persons within a laboratory.

Error messages are also sent direct from the laboratory to a designated contact in Miele Service or to a certified Miele service agent, without having to pick up the phone. Thanks to the data transmitted, the cause is immediately visible to staff, facilitating a fast and targeted remedy – either in the form of a service visit by a trained technician with the necessary parts on board or self-help instructions over the phone.

To mark Miele's 125th anniversary, Miele MOVE is available at particularly attractive conditions. Miele MOVE displays important process data that is crucial for analytically clean laboratory glassware, such as temperatures and running times. The corresponding data can be exported and saved – including the graphical display of progression curves as a prerequisite for clear process documentation. Customers receive these functions free of charge for one year as part of the "MOVE Starter" package during the promotional period until October 31 2024 after purchasing a promotional device.

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Company profile: Miele is recognised as the world's leading supplier of Premium domestic appliances, with an inspiring portfolio for the kitchen, laundry and floor care in the increasingly networked home. The company also offers machines, systems and services for use in hotels, offices, care and medical technology. Since its foundation in 1899, Miele has lived up to its brand promise of "Immer Besser" in terms of quality, innovation, performance and timeless elegance. With its durable and energy-saving appliances, Miele helps its customers to make their everyday lives as sustainable as possible. The company is still owned by the two founding families Miele and Zinkann and has 15 production plants, eight of which are in Germany. Around 22,700 people work for Miele worldwide and the company's most recent turnover was around 5 billion Euro. The company has its headquarters in Gütersloh in Westphalia.

There is one photograph with this text



Photo 1: Live information on laboratory glasswasher cycles is offered by the Miele MOVE portal – on a PC, a tablet or a smartphone.
(Photo: Miele)

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