

Press release  
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## **Miele MOVE: Live information relayed to mobile devices to ensure the safe reprocessing of laboratory glassware**

- ▶ Undercounter laboratory glasswashers usable with Miele MOVE from early 2023 onwards
- ▶ Documentation of process data and fast access to Miele Service

**Gütersloh/Munich, June 21, 2022. – Connectivity via the MieleMOVE portal makes reprocessing in Miele undercounter laboratory glasswashers safer and more convenient – thanks to digital real-time information and data on process cycles. From early 2023 onwards, the remote monitoring of key process parameters will be 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.**

A quick glance at a smartphone, tablet or PC tells users when a laboratory glasswasher is finished and can be unloaded. This saves a lot of legwork on the part of staff. Furthermore, MieleMOVE allows process data which is key to the provision of laboratory glassware for analytical work to be monitored, including temperatures, cycle times and confirmation that programmes were successfully completed. Data collected can be exported and saved – including process charts. This also allows users to simply check whether machines are utilised to the full in order to improve efficiency in the everyday running of laboratories.

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 can also be 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.

## Media contact

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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, air purifiers, 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 2021 business year amounted to around € 4.84 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 22,300, of which approx. 11,200 employees work in Germany. The company has its headquarters in Gütersloh in Westphalia.

## There is one photograph with this text



**Photo 1:** Live information on laboratory glasswasher cycles are provided by the MieleMOVE portal – on a PC, a tablet or a smartphone. (Photo: Miele)

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