

Press release
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Miele Professional – reliable and sustainable hygiene to meet the highest of standards

- ▶ Proven specialist for laundry care, air purification, dishwashing, and the reprocessing of laboratory glassware and medical instruments
- ▶ Planning, products, process chemicals, data documentation and factory service all from one single source

Gütersloh, June 23, 2022. – Miele has made a name for itself worldwide as a manufacturer of high-quality washing machines, vacuum cleaners, dishwashers, ovens and many other products for discerning private households. For many decades, the Gütersloh-based family-run company has also been a synonym for dependable and sustainable hygiene in businesses, medical institutions and laboratories – no matter whether in reprocessing surgical instruments, washing dishes and laundry or purifying room air. This all comes together in the Professional business unit with its 7 manufacturing facilities for commercial products, more than 3,000 employees and sales of almost € 700 m. Services range from the planning of laundries and central sterile supply departments to the supply of machines, process chemicals and software for data documentation. This is rounded off with comprehensive service and maintenance performed by around 1,000 dedicated Professional technicians.

Commercial Miele products are as diverse as the branches they serve. Washing machines, dryers, flatwork ironers and commercial ironing systems have stood the test of time in hotels, restaurants, care and nursing homes as well as in contract cleaning businesses and at fire stations. Passthrough and undercounter dishwashers are used in restaurants, canteens, small businesses and retirement homes. Washer-disinfectors and sterilisers were developed for doctors' surgeries and laboratories. The turnkey planning and installation of central sterile supply departments (CSSDs) in large hospitals is another service provided. This business sector is covered by the Italian medical technology specialist Steelco, which, with its two production plants, has been part of the Miele Group since 2017.

Miele has always stood for exceptional reliability, robustness and durability, whether in the home or in commercial applications. Hence, commercial and medical technology goods, depending on the product group, are tested to last between 28,000 and 40,000 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. Just to cover

Professional products, more than 28,000 components are available for up to 15 years after the discontinuation of production from Miele's own warehouse facilities. 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 latest newcomers to the Professional portfolio are Miele AirControl mobile air purifiers which guarantee high-level protection against viruses and other undesirable airborne particles. These have been produced at Miele's Lehrte plant since 2021. The same factory also produces a large proportion of laundry machines. Similarly robust but compact washing machines and tumble dryers for use in small businesses, Miele's so-called Little Giants, are built at Miele's washing machine plant at Central Headquarters and at the Miele plant in the Czech town of Uničov respectively. Dishwashers and disinfectors are produced by Miele at its Bielefeld plant; high-quality fascias, panelwork and inserts made from stainless steel come from Bürmoos near Salzburg over the border in Austria.

From manufacturer of machines to full-service provider

Over the course of decades, Miele Professional has gradually evolved from a pure-play machine manufacturer into a full-service provider. When, for instance, a reprocessing unit for medical products is to be built from scratch or refurbished, Miele specialists plan the facilities and the equipment needed – including accessories such as loading trolleys or packing tables which can also be ordered direct from Miele. Further upfront services include feasibility studies for realistic requirement planning and the fastest possible capitalisation. After delivery and installation, Miele will, on request, train operating staff and offers maintenance and full-service contracts to ensure smooth, untroubled operation.

Even greater safety thanks to virus seal of approval and on-site testing

Alongside the reliability and efficiency of commercial and medical technology products, hygiene and safety enjoys top priority at Miele. It is therefore only logical to also supply specially formulated process chemicals: ProCare Shine, for instance, for dishwashers or ProCare Med for the safe and material-compatible reprocessing of surgical instruments. Endorsement that laundry machines and commercial dishwashers from Miele effectively combat viruses of all types was recently provided by the Institute for Integrative Hygiene and Virology at the Albstadt-Sigmaringen University of Applied Sciences – and numerous models were awarded their coveted seal of approval. And wherever the special focus is on hygiene,

Miele provides its users with a proven test system (ProHygiene) with which the bacterial load of, for example, freshly washed laundry can be simply and conveniently checked on site.

These connectivity-enabled laundry machines and dishwashers (and soon laboratory glasswashers) can also be monitored 'on the fly' via the Miele MOVE portal. This not only simplifies daily work but also helps keep check of consumption and operating costs and furnishes proof of successful disinfection. And this is also Miele Professional in 2022: appWash for shared laundry facilities and turnkey coin-op launderette installations. And so the story continues – with solutions for all branches where commercial Miele technology has proved its worth over decades.

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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 are three photographs with this text



Photo 1: Miele laundry technology: Washing machines and dryers from the Benchmark Machines generation – for the first time connectivity-enabled via the new Miele MOVE portal. (Photo: Miele)



Photo 2: Miele medical technology: For the reliable reprocessing of instruments in surgeries, outpatient centres and specialist clinics, Miele offers right-sized countertop and undercounter models as well as matching process chemicals. (Photo: Miele)



Photo 3: Steelco, which has been part of the Miele Group since 2017, stands for high-level efficiency and safety in hospitals – for example in CSSDs reprocessing medical products. The portfolio includes for example container and trolley washers and large-chamber steam sterilisers. (Photo: AdobeStock/Steelco)

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