

Press release
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Live at the IDS: Reprocessing instruments safely and efficiently – with the Miele 360PRO system

- ▶ Connectivity-enabled machines for all aspects of a dental surgery
- ▶ Worldwide service with own technicians

Gütersloh/Cologne, February 3, 2023. – With a new system covering all aspects of a dental surgery, Miele is presenting live at the world's leading dental show, the IDS in Cologne. The 360PRO system stands for product solutions covering all areas within a dental practice: from connectivity-enabled thermal disinfectors which connect with the practice network or the new Miele MOVE online portal, through to laundry care products and commercial dishwashers. In addition to all this, Miele's system offers a comprehensive range of services from one single source. The motto at the Miele booth in Building 10.2, Stand no. R020 S021: 'Your practice. Your patients. Your instruments. Our 360PRO solutions.'

Tailored to the needs of dental surgeries which may vary by country or region, Miele presents a customised portfolio of products and services. The product lineup includes thermal disinfectors with new holders to space-savily accommodate and reprocess the hoses and masks used in nitrous oxide sedation. During the machine-based washing and disinfection of multi-function tips, innovative adapters also ensure a secure hold for cannulae in the lower and upper baskets.

The four Miele Cube and Cube X small sterilisers also contribute to efficient reprocessing, for example with a flexible rack which accommodates containers and cartridges up to a maximum height of 70 mm. Practices which combine the use of a Cube or Cube X unit with a Miele thermal disinfectant and hence require considerably more demineralised water now see their needs met particularly fast in the form of Miele full demineralisation cartridges.

Connection of all machines to the surgery's own network

All medical products from the PG 85x1 generation will be WiFi- and Ethernet-enabled and can be integrated into an existing surgery network with ease. Furthermore, they also connect to the Miele MOVE online portal which Miele will be presenting as a solution for dental practices for the first time at the IDS exhibition. This digital product brings together thermal disinfectors and other commercial machines via a PC and mobile devices – providing an at-a-glance overview of the reprocessing of medical instruments and whether programmes

have been successfully completed. Where necessary, relevant messages are sent direct to a smartphone or tablet, for instance informing users when a machine is ready for unloading. This applies, for instance, to laundry care machines from Miele in which surgery workwear is washed and dried (Little Giants) and commercial dishwashers. This saves staff unnecessary legwork and helps organise daily work more efficiently. Also helpful: Via a direct link to the Miele Professional online shop, consumables such as process chemicals can be reordered without any fuss before stocks run low.

And here's another practical aspect: Consent permitting, fault 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. Around the globe, more than 1200 Miele technicians ensure that medical products function reliably – preemptive maintenance included. This team of highly trained technicians ensures machines are safe and ready for use at all times and minimise downtimes through regular proactive maintenance of all technical products. Alongside the usual warranty, Miele also offers a range of service products which are designed to take on board country-specific requirements.

Evaluation of validation by hygiene specialist SMP

Regular statutory inspections are also covered by the well-versed Miele Customer Service team. The test probes used are provided by SMP GmbH, a certified laboratory based in Tübingen, a newcomer to the Miele Group. After validation, the soiled probes are returned to the SMP laboratory where cleaning performance is evaluated. This provides Miele clients with a comprehensive system which complements their machines for the smooth running of their surgeries.

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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 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 two photographs with this text



Photo 1: Thermal disinfectors from Miele can be integrated into a surgery's own network and, at the request of clients, be connected to the Miele MOVE online portal – allowing customers to use their own PC or mobile device to see whether reprocessing has completed successfully. (Photo: Miele)



Photo 2: Around the world, more than 1200 trained technicians from Miele ensure that medical products operate reliably. Comprehensive services from a single source are part of Miele's 360PRO system. (Photo: Miele)

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