

Press release
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Miele: Reliable services from a single source for all medical products in a dental surgery

- ▶ More than 1200 technicians from Miele Professional complete almost all service calls worldwide during their first visit
- ▶ Regular maintenance guarantees reliable machine uptime
- ▶ Evaluation of validation reports by laboratory service provider SMP

Gütersloh/Cologne, March 14, 2023. – Clients opting for 360PRO from Miele can expect a comprehensive and individual service package. More than 1200 expertly trained Miele technicians work for Miele Professional worldwide, travelling to customers in service vehicles with key spare parts on board and performing maintenance, qualification work and repairs. This ensures the smooth operation of all medical products from Miele at all times – and the reliable cleaning, disinfection and sterilisation of dental instruments. An overview.

Patients are encouraged to come in for regular check-ups, so why shouldn't the same apply to dentists and their machines? Scheduled, proactive maintenance of all technical equipment ensures that machines are ready for use at all times and minimises downtimes. Alongside the usual warranty, Miele also offers a range of service products which are designed to take on board country-specific requirements. This helps pinpoint signs of wear and tear and potential failures at an early stage, long before they can result in breakdowns, putting essential thermal disinfectors or sterilisers out of service. This not only extends the service life of a machine, it also protects against depreciation. In addition to this, expensive dental instruments are afforded optimum protection as cleaning processes are controlled and can be modified.

To protect both patients and users, a cleaning performance check is mandatory as an integral part of the validation of washer-disinfector processes in Germany: this involves initial validation, followed by repeat performance qualification at regular intervals. These performance checks by technicians from Miele Professional include monitoring process parameters such as temperatures, holding times and pressure values using data loggers. Readings are evaluated by proprietary Miele software. Additionally, cleaning performance is performed in the form of an analysis of residual proteins on real-life contaminated instruments and forceps – in exploratory tests with reference loads. The effort involved in

validation depends on the number of programmes used and the range of load carriers deployed.

The test forceps as challenge devices are prepared by SMP GmbH, a hygiene specialist based in Tübingen and, since recently, a member of the Miele Group. After validation, the forceps are returned to the accredited SMP laboratory where cleaning performance is evaluated. This provides Miele clients with a comprehensive system which complements their machines in guaranteeing the smooth running of their surgeries. This system also includes test kits for no-fuss daily routine tests performed in the reprocessing room and process chemicals which are specifically formulated for use on Miele machines.

It almost goes without saying that around 90% of all service cases are completely resolved during the first call-out – not least because service vehicles have all key spare parts on board. This is still the case even 15 years after production of a given model series has ceased. A network of Miele Professional technicians providing blanket coverage ensures that expert assistance is always at the ready.

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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 23,300, of which approx. 11,900 employees work in Germany. The company has its headquarters in Gütersloh in Westphalia.

There are two photographs with this text



Photo 1: Service visit to a dental surgery: Around the world, more than 1200 technicians from Miele Professional guarantee the reliable operation of thermal disinfectors and sterilisers – including providing regular preventative maintenance. (Photo: Miele)

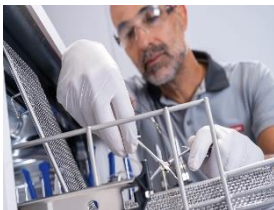


Photo 2: A service technician from Miele Professional checks instruments during a visit to a surgery. The results of initial validation and repeat performance qualification are examined at the laboratory of the hygiene specialist SMP, a member of the Miele Group. (Photo: Miele)

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