

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

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

Gütersloh/Hannover, May 9, 2023. – 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 new 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. Data collected can be exported and saved – including process charts. This allows users to see at a glance which machines are utilised to the full 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.

Media contact

Anke Schläger

Phone: +49 5241 89-1949

Email: anke.schlaeger@miele.com

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 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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