

Press release
No. 068/2023

Artificial intelligence for best taste as well as for self-help and error prevention in case of appliance malfunctions

- ▶ Rollout for recipe recognition and preparation with the help of AI
- ▶ AI Diagnostics saves money, time and is good for the climate

Gütersloh/Berlin, 5 July, 2023. – Can we have a little artificial intelligence in household appliances? – The answer is yes, if the intelligent helpers do not patronise, but make everything easier, the result convincing and saving money. Two AI applications from Miele promise outstanding customer benefits. The culinary part is taken care of by the Smart Food ID cooking assistance system, which will also be available in Germany in the coming weeks for large Miele ovens with integrated cameras. AI Diagnostics is good for the wallet and the environment.

Smart Food ID* was introduced by Miele in 2020 and has since been rolled out in first European countries, including Austria and Switzerland, Germany will follow in the next few weeks. The application is based on a camera in the oven that takes pictures of the ingredients. An artificial intelligence interprets the image data and indicates the dish on the oven display. Then all that is needed is pushing the OK button to confirm and the baking, roasting or cooking starts automatically - and ends when the desired result is achieved. Smart Food ID currently recognises around 30 recipes, and Miele will gradually expand the range. One feature is that the AI gets better and better over time through the users' (anonymised) image data. Smart Food ID is the second application with artificial intelligence in cooking. The CookAssist assistance system has been on the market for some time. This guides users step by step through frying and cooking processes via an app. The AI here is in an algorithm that precisely regulates the temperature of the induction hob with TempContol technology.

Saving time and money, as well as protecting the environment - the AI Diagnostics application stands for this triad. It offers self-help when an error message appears on the appliance display and in the Miele app. For example, if the water supply to the washing machine is blocked, this can have various causes depending on the type of appliance, but these are often easy to rectify. Artificial intelligence identifies the most likely source of the fault and provides self-help instructions in the app. If this is unsuccessful, direct contact to the Miele Service is available. In a later expansion stage, the AI will predict appliance

malfunctions by evaluating sensor data. One example is excessive foam formation because of high detergent dosing by customers while the appliance is only partially loaded. The AI then recommends the correct detergent dosage.

In this context, it is interesting to note that a relatively large number of call-outs by Miele service technicians are due to comparatively easy-to-rectify appliance faults. If the technician does not have to travel at all, this saves money, inconvenient appointments and, on balance, is good for the climate due to every kilometre not driven. AI Diagnostics and other smart home applications will be presented by Miele at IFA.

*The networking applications described in the text are additional digital offerings from Miele & Cie. KG or partner companies. All smart applications are enabled by the Miele@home system. Depending on model and country, the range of functions may vary.

Media contact

Michael Prempert

Phone: +49 5241 89-1957

Email: michael.prempert@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: Smart Food ID is now also about to be launched in Germany: The camera in the oven takes a photo, the AI interprets the dish, and further preparation runs automatically. (Photo: Miele)

Text and photo download: www.miele-press.com

Follow us on:

 @Miele

 @Miele_com

 Miele