

Press release
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PROtect: Tailored service solutions for more reliable planning in day-to-day business

- ▶ All-inclusive service packages – ranging from inspection to complete protection
- ▶ Additional test processes available for ensuring hygiene transparency

Gütersloh/Hanover/Nuremberg, February/April, 2025 – Regular inspections and maintenance can prevent commercial machines of all kinds – from washing machines to dishwashers – unexpectedly grinding to a halt. PROtect from Miele Professional offers preventive servicing options within a scope the customer defines, ranging from inspection only to complete protection with all costs included – for reliable planning in the daily work.

PROtect stands for reliability, efficiency and dependable processes. It ensures regular machinery inspections by service technicians, helping to prevent appliance faults and the potential knock-on effects these can have on day-to-day business. Various regular service options are available with all-inclusive packages tailored to specific needs – making it possible to plan costs in advance, cut down on failure rates and keep machinery reliably up and running.

The first option, Inspect, includes a comprehensive inspection performed by Miele Customer Service itself or an authorised specialist dealer. It examines key wear parts, reviews any reasons why faults may be occurring and lets the customer know whether any repairs are necessary. Prevent, the second solution, includes the costs for procuring and installing defined wear parts. The third package – Complete – provides comprehensive protection at a fixed price that covers not only preventive replacement of wear parts, but also the costs of any additional spare parts and all labour costs for Miele service technicians.

What's more, Miele Professional offers a range of additional tests including ProHygiene, which assesses the cleaning performance of washing machines and dishwashers in retirement homes and hospitals. These tests involve washing indicator sheets with test bacteria and sending them to an independent laboratory for analysis. The results can be submitted to local health authorities or employers' liability insurance associations if requested, providing evidence of compliance with regulations on hygiene and occupational health and safety.

If commercial machines do need unexpected repairs, Miele Service can usually resolve issues on the first visit in 90 percent of all cases. Miele's in-house service team extends to more than 1200 people worldwide, who undergo regular training to keep their skills consistently up to date. Additionally, Miele keeps important spare parts in stock for much longer than is standard in the industry – in the case of its Professional devices, it ensures that more than 28,000 components are still available up to 15 years after a product is discontinued.

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About Miele: For more than 125 years, Miele has lived up to its brand promise of “Immer Besser” in terms of quality, innovation and timeless elegance. Founded in 1899, the globally active company for premium domestic appliances inspires customers with pioneering solutions for the connected home. In addition, Miele offers appliances, systems and services for commercial use, such as in hotels or care facilities as well as in medical technology. With its durable and energy-saving appliances, Miele helps its customers make their daily lives as sustainable as possible. The company is owned by the two founding families, Miele and Zinkann. In the 2024 business year, Miele generated a turnover of 5.04 billion Euros with approximately 23,500 employees. Its global network comprises 19 production plants and around 50 service and sales subsidiaries (as of February 2025). The company has its headquarters in Gütersloh, North Rhine-Westphalia.

There are two photographs with this text



Photo 1: Regular inspections and maintenance allow for reliable planning in everyday business. PROtect, Miele Professional's comprehensive range of service options, includes three levels of preventive service. (Photo: Miele)



Photo 2: Commercial dishwashers should be inspected regularly. The ProHygiene test process, for example, provides a reliable way of assessing whether items cleaned in a dishwasher meet all hygiene requirements. (Photo: Miele)

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