

Press release  
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## **PROtect: tailored service solutions for greater planning security in day-to-day work**

- ▶ Service routine with included benefits – from inspection to all-round protection
- ▶ Process validations facilitate reliable processes and a high level of quality

**Gütersloh/Cologne, March 25, 2025 – Regular inspections and maintenance procedures play a huge role in ensuring that thermal disinfectors, sterilisers and other commercial machines function reliably over the long term. With PROtect, Miele Professional offers comprehensive protection and optimum service for these machines. Packages for defined preventative services provide planning security in day-to-day work and range from simple inspections to all-round protection where all costs are covered.**

There are various options which allow practices to ensure regular servicing with included benefits. The first is Inspect and comprises a comprehensive inspection by the in-house Miele Customer Service department or authorised dealer partners. They will inspect the key wear parts, examine the causes of any faults and inform the customer if anything needs repairing. With the Prevent option, the name says it all: this second service solution covers the costs of purchasing and installing defined wear parts. The third option – Complete – ensures all-round protection at a fixed price. In addition to the preventative replacement of wear parts, the package also covers all costs for further spare parts as well as all services provided by Miele service technicians.

When it comes to cleaning, disinfecting and sterilising instruments, reliability is the top priority. Regularly inspecting the machine functions therefore means maximum safety. A successful validation provides information on the effectiveness of reprocessing. It ensures that processes are being carried out in accordance with the German Medical Devices Operator Ordinance (MPBetreibV) and other relevant guidelines. The specially trained Customer Service team at Miele Professional performs the validation and requalification professionally and reliably in accordance with the DGKH, DGSV and AKI guidelines in Germany.

In the event that unexpected repairs need to be carried out on commercial machines, the Miele Customer Service team is able to rectify the issues during the first call-out in 90 per cent of cases. Worldwide, more than 1200 men and women are available to provide assistance, and they take part in regular training to ensure their technical skills are always up

to date. Miele keeps key functional spare parts in stock for far longer than is usual in the industry. For Professional machines, more than 28,000 components are kept available for up to 15 years after a product has been 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 procedures provide planning security in day-to-day work. PROtect, the comprehensive special service from Miele Professional, includes three options for preventative service. (Photo: Miele)



**Photo 2:** Expert advice from Miele Customer Service, which also takes care of validations. In the event of unexpected repairs, the men and women from the Miele team are able to rectify the issues during the first call-out in 90 per cent of cases. (Photo: Miele)

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