

Miele MOVE Connect: keeping track of laboratory machines and processes at all times

- ▶ Network-enabled systems with laboratory washers from the ExploreLine, ExpertLine and SlimLine series
- ▶ Document process data and contact service quickly

Gütersloh/Munich, 24 March 2026 – With Miele MOVE Connect, Miele Professional is adding digital machine and process management to its laboratory washers. Important machine and process data can now be viewed on a smartphone, tablet or PC via the portal.

This allows those responsible in the laboratory to check at any time which machines are in operation, whether wash programmes have been completed and whether important process parameters are being adhered to. The fill level of the cleaning chemicals is also monitored. If necessary, Miele Customer Service can be contacted directly. This requires network-enabled laboratory washers, such as current large-capacity laboratory washers or undercounter machines. The portal shows when a wash programme has finished and when a machine can be unloaded, which helps to avoid unnecessary trips within the laboratory.

Process data at a glance

Miele MOVE Connect provides centralised information on running and completed wash programmes, such as temperatures, running times and machine status. It also allows users to check remotely whether important process parameters are being adhered to. At the same time, users can see which machines are currently working to capacity and where workflows in the laboratory could be organised more efficiently. Data can be exported and saved, while graphical progress curves make it easier to document preparation processes clearly.

Reorder consumables in good time

The portal informs users in good time when cleaning chemicals are running low. Consumables can then be reordered directly via a link to the Miele Professional Shop (www.miele.de/pro/shop). This function is available to all registered users and can be accessed by multiple people within a laboratory.

Contact Customer Service directly from the portal

Contacting Miele Customer Service is also easier. Fault messages can be sent directly from the laboratory to the relevant service contact or a certified Miele service partner, without the need for additional phone calls. As relevant device data is sent automatically, service staff can identify the cause more quickly. The problem can often be solved over the phone. If a service visit is required, specialist staff will bring the appropriate spare parts with them directly.

Media contact

Irene Schwarze

Phone: +49 5241 89-1959

Email: irene.schwarze@miele.com

About Miele: Since 1899, Miele has lived up to its brand promise “Immer Besser” in terms of quality, innovation, and timeless elegance. The globally active company for premium domestic appliances delights 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 2025 business year, Miele generated a turnover of 5.16 billion Euros with approximately 23,000 employees. Its global network comprises 19 production plants and 49 service and sales subsidiaries (as of March 2026). The company has its headquarters in Gütersloh, North Rhine-Westphalia.

There is a photo accompanying this text



Photo 1: With Miele MOVE Connect, the status, programmes and process parameters of laboratory washers can be viewed digitally and conveniently at any time on a PC, tablet or smartphone. (Photo: Miele)

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