



Responsibility for Generations

Performance and responsibility at the core of all we do

All over the world our customers associate the purchase of a Miele appliance with an expectation: that is it should be technically up-to-the-minute, be functional yet cut a fine form and be the best product. We have taken this expectation on board and with over 100 years of experience we remain true to our founding father's motto of "Immer besser", or "Forever better".

"Immer besser" or "Forever better" however goes far beyond the realms of product uses. We take responsibility for more than 16,000 staff and their families worldwide and care as much for their personal well being as we do for social standards. A responsibility that also extends to our suppliers.

A responsibility we take seriously.

And last but not least we also take our responsibility for future generations and for the environment seriously. Our aim is to leave behind a world where natural resources continue to flourish and provide a sustainable supply for continued growth and development – for people, animals and plant life alike. Not to plan for a sustainable future would be irresponsible for both the company and for product development.

This commitment towards man and nature is a cornerstone of all that we do. By using forward-thinking innovations, Miele has developed a number of very efficient processes and technologies where resources are carefully utilised. At the same time, the performance of Miele appliances is continually being improving in all areas. As a premium manufacturer of professional appliances we measure ourselves using the very highest quality standards.

And because of this you can be assured of the very best product for your requirements when purchasing a Miele appliance.





Over thousands of years their calcium carbonate skeleton develops into coral reefs which can reach enormous dimensions and have a significant influence over the ecological properties of their environment. They feed, protect and support numerous plant and animal life forms.

With the future in mind

The high quality of our products with their longevity and sophisticated technology has been reaffirmed time and time again by independent test institutes. It is this emphasis on quality which drives the ongoing, intensive research and development programmes carried out by Miele's own research laboratories. As a result, for decades we have been setting new milestones with our commercial appliances. For decades, Miele has been consistent in setting new technological milestones in the development of commercial machines. The patented honeycomb drum on laundry care products or contact-free conductivity monitoring on washer-disinfectors are just two of many innovations on commercial equipment.

The best strategy to reduce waste is to ensure that an appliance is used for as long as possible.

When developing new products, at Miele we always consider how each individual function will be applied in practice. This means we are able to offer not only the best possible appliances but also appliances which are designed to complement one another so that we can provide complete solutions to cater for individual requirements. This consideration also helps to care for the environment. For example, washing programmes designed to be used in conjunction with drying programmes save energy and the precise automatic dispensing of liquid cleaning agent prevents too much or too little agent being dispensed, reducing the burden on the drainage system. Likewise, our special dishwasher accessories and baskets optimise the use of space in the wash cabinet ensuring economic use of resources.



Coral reefs are developed in a continuous process of growth and regeneration in close combination with the interplay between sunlight, water temperature and depth, and ocean currents.

Our commitment to quality and future generations

Our aim is to always offer our customers the best that is technologically possible in the field of commercial appliances. This relates directly to the performance of an appliance: gentle washing, drying and finishing, hygienic cleaning and safe disinfection. However, Miele customers also want to be sure that they are buying an appliance which has been manufactured with consideration for the environment, which is energy-saving and which is as near as possible completely recyclable.

Economical consumption values and excellent environmental protection.

Economic energy consumption and the utmost care for the environment are evident throughout the entire Miele product range. The benchmark of Miele product development is to achieve optimum results using the least water, energy and cleaning agent possible.

Raw materials and waste production are important subjects when efficiency is being discussed. Our commitment to quality is substantiated by our philosophy of longevity being the best strategy for avoiding waste, and by minimising the use of raw materials to produce appliances which last as long as possible. This is why in addition to functional tests, all Miele commercial appliances undergo extensive endurance tests. However, alongside being able to use your Miele appliance for many years, we also want to offer you the possibility of future innovations. As new programmes become available, we can update the programmes on your appliance giving you the use of new technology. The result: satisfied customers and a cleaner environment.

Miele – Immer besser - Forever better.



Coral polyps closely packed on a calcium carbonate coral skeleton. They use their tentacles to fish for plankton in the water that flows by. During the night, plankton rises from the ocean floor to upper water levels. The coral's fan-like structure and fine network of branches are ideally shaped for this method of feeding. The study of the large number of these sensitive corals has still not been fully completed. So far over 700 different types have been discovered.

Sustainable systems

Professional laundry care is fundamental to the smooth operation of hotels, restaurants, small businesses and care homes, and is an excellent indicator of how good that business is. Miele Professional offers laundry appliances for washing, drying and ironing that complement one another perfectly. They are economical, kind to the environment, and produce outstanding results.

The Miele washer extractors and dryers offer a range of programmes tailored to the requirements of the customer. Different textiles need to be laundered appropriately, and different types of soiling and hygiene standards specific to the wide variety of working situations require bespoke cleaning processes. Appliances that feature the new Profitronic M controls offer, in addition to the standard programmes, a vast choice of customised programme packages – which can be saved in a total of 199 possible programme places. Good news for the environment – as the ideal programme for the job means that water, energy and cleaning agents are not wasted.

The use of extra-short programme cycles and high spin speeds on washer extractors, as well as a large surface area and high pressure when ironing, enable Miele commercial appliances to tackle their workload with speed and efficiency. Which saves resources – time, energy and water.

The patented Miele honeycomb drum in all professional washer extractors and tumble dryers provides the optimum protection for textiles in the appliance, prolonging the lifespan of the textiles. Waste is reduced by not having to replace appliances so frequently, another positive impact on the environment.



Over 10 years, the new generation of commercial washing machines and tumble dryers saves 72,158 kWh energy based on a daily wash load of 100 kg, reducing carbon dioxide emissions by 37.5 t which results in less strain on the environment.



The optimum use of resources

Tank or fresh water system, large or small, Miele has the right dishwasher for every situation. Regardless of the size of the business, the frequency of use and the degree of soiling, Miele commercial dishwashers, with their carefully designed features, process loads quickly, thoroughly and in an environmentally friendly way.

The rotating spray system, developed by Miele, gives optimum results, and makes the dishwashers especially efficient, and economical in water and energy consumption. Flexible connection options, for example to a hot water supply which reduces the cost of bringing cold water to temperature in the dishwasher, offer additional energy savings. Customised baskets and height-adjustable upper baskets not only make the dishwashers particularly flexible and ergonomic to use, but they also ensure an optimum use of the space inside the wash cabinet. This means that more items can be processed using fewer wash cycles. All Miele dishwashers can be fitted with an automatic dosing system as an option. This stops excess cleaning agent being used and is both more economical as well as being better for the environment. Even before it is manufactured, the future recyclability of the appliance is taken into consideration. The space frame construction ensures that individual components such as the wash cabinet and the housing can be separated with ease.

Wash programmes, which have been continually developed and optimised over the years, ensure that items are processed thoroughly and carefully. They are designed so that even on short programme cycles only a small quantity of water is required, saving resources. For this reason the “Super short” programme in freshwater dishwashers uses the water from the final rinse to pre-rinse the next cycle, saving not only water, but also time and energy.



Miele dishwashers combine optimum wash results with minimum consumption values.



Protecting both customers and the environment

The systematic reprocessing of medical instruments and laboratory glassware in washer-disinfectors is a pre-requisite for efficient, safe working practices in hospitals and laboratories. For decades now Miele Professional has been at the forefront of developing suitable system solutions with a range of co-ordinated appliances, cleaning and disinfection programmes, baskets and inserts.

The various standard and special programmes are tailor-made to suit the items being processed and the type of soiling. At the same time, only the quantity of water that is absolutely necessary for perfect cleaning and disinfection results is used. Less water requires less energy to heat it. Moreover, in addition to standard electric heating, Miele offers the option of steam as an economical and environmentally friendly means of cleaning, disinfecting and drying. The low water consumption also means smaller quantities of chemical agents are required. To prevent overdosing, chemical agents are dispensed in pre-determined percentage ratio to the amount of water being used.

Thanks to exceptional cleaning results achieved without the use of aggressive chemical agents, instruments last for considerably longer. This means that they do not have to be replaced as often which is good for the environment. The same is true of product development. Customers purchasing a new standard or large capacity washer-disinfector can continue to use their old baskets, inserts, transport and dispensing systems in their new washer-disinfectors.



Miele washer-disinfectors offer the very best in user and patient safety using a minimum of resources.



Excellent value

We consider service just as important as the development, construction and functionality of our products. Our service packages contain the same high level of qualitative, economical and ecological standards as all other areas of the business. Year on year Miele service has been praised for its excellence by independent institutes.

Even before a purchase is agreed, Miele Professional can be relied upon to analyse a customer's needs, provide tailored advice and even help with planning to ensure the customer makes the right decisions for his client base and financial investment. By doing so, Miele ensures that appliances will only use as many resources as are actually needed, thus reducing the impact on the environment.

Miele's service packages offer peace of mind in the day-to-day running of a business: Service contracts provide comprehensive reassurance in all areas of application, and a nationwide network of service engineers ensures rapid repairs when needed. Efficient organisation ensures quick reaction times and optimised route planning. By avoiding unnecessary mileage, vehicle emissions can also be kept in check. By taking advantage of the Miele Service Assistant, appliances can be monitored, tested and updated by remote data transfer. This in turn can mean that an engineer's visit is not required at all.

Should a part be required, the most frequently required ones are kept in stock for up to 15 years after a product has been discontinued. This ensures that appliances will still go on running for their full expected lifespan, and natural resources don't get wasted on making replacements before they are needed.



With optimum pre-sales advice, reliable after-sales service and an effective organisation, Miele fulfils customer expectations worldwide: Excellent service with maximum responsibility for generations.



AUSTRALIA
Miele Australia Pty. Ltd.
1 Gilbert Park Drive
Knoxfield, VIC, 3180
Tel. +61(0)3/97 64 71 30
Telefax +61(0)3/97 64 71 49

AUSTRIA
Miele Gesellschaft mbH.
Mielestraße 1
5071 Wals/Salzburg
Tel. +43(0)50 800-81 481
Telefax +43(0)50 800-81 429

BELGIUM
N.V. Miele S.A.
2.5 Mollem 480
Hof te Bollebeeklaan 9
1730 Mollem
Tel. +32(0)2/451.14.11
Telefax +32(0)2/451.14.14

CANADA
Miele Limited
161 Four Valley Drive
Vaughan, ON L4K 4V8
Toll free: (800) 643-5381
Tel. (905) 660-9936
Telefax (905) 532-2290

CHILE
Miele Electrodomésticos Ltda.
Av. Vitacura 3285
Vitacura
Santiago de Chile
Tel. +56 2 2077171
Telefax +56 2 2065676

CHINA
Miele Beijing Rep. Office
3W Suite 512, Oriental Plaza,
1 East Chang An Avenue
Dong Cheng District
Beijing 100738, P.R. China
Tel. +86 10 85151919
Telefax +86 10 85181797

Miele Shanghai Rep. Office
Suite 4105-06, Plaza 66
1266 Nanjing Road West
Shanghai 200040, P.R. China
Tel. +86 21 62884200
Telefax +86 21 62884100

CROATIA
Miele d.o.o.
Buzinski prilaz 32
10000 Zagreb
Tel. +385/1/66 89 000
Telefax +385/1/66 89 090

CZECH REPUBLIC
Miele spol. s.r.o.
Hněvkovského 81B, 61700 Brno
Tel. +420(0)5/4 35 53-1 11
Telefax +420(0)5/4 35 53-1 19

DENMARK
Miele A/S
2600 Glostrup, Erhvervsvej 2
Tel. +45 43 27 11 00
Tel. Salg/Professional
+45 43 27 15 00
Tel. Jylland +45 97 12 70 66
Telefax hovednr. +45 43 27 11 09
Telefax Salg/Professional
+45 43 27 15 09

FINLAND
Miele Oy
Porttikaari 6, 01200 Vantaa
Tel. +358(0)9/87 59 70
Telefax +358(0)9/87 59 72 99

FRANCE
Miele S.A.S.
9 avenue Albert Einstein
93151-Le Blanc-Mesnil (Paris)
Tel. +33(0)1/49 39 34 44
Telefax +33(0)1/49 39 44 37

GERMANY
Miele & Cie. KG
Carl-Miele-Straße 29
33332 Gütersloh
Tel. 0 180 220 21 21 (6 ct)*
Telefax 0 800 225 57 55
*Only in Germany

GREAT BRITAIN
Miele Co. Ltd. Fairacres
Marcham Road, Abingdon
Oxon OX14 1TW
Tel. +44(0)12 35/55 44 55
Telefax +44(0)12 35/55 44 77

GREECE
Miele Hellas GmbH
Mesogion 257
154 51 N. Psychiko-Athen
Tel. national 01/10 6 79 44 44
international 00 30/2/10 6 79
44 44
Telefax 01/10 6 79 42 09
international 00 30/2/10 6 79
42 09

HUNGARY
Miele Kft.
Alsó Törökvész út 2.
1022 Budapest
Tel. +36 (06) 1 8806-400
Telefax +36 (0) 1 8006-402

HONG KONG
Miele Hong Kong Ltd.
Ala Plaza, Room 24th Floor,
18 Hysan Avenue,
Causeway Bay, Hong Kong
Tel. +852/26101331
Telefax +852/28901266

IRELAND
Miele Ireland Ltd.
Broomhill Road
Tallaght, Dublin 24
Tel. +353(0)1/461 07 10
Telefax +353(0)1/461 07-97

ITALY
Miele Italia S.r.l.
Strada di Circonvallazione, 27
39057 S. Michele-Appiano (BZ)
Tel. +39 04 71/66 61 11
Telefax +39 04 71/66 63 50

JAPAN
Miele Japan Corp.
E Space Tower 11F
3-6 Maruyamacho
Shibuya-ku Tokyo
150-0044 Japan
Tel. +81(3)5784-0030
Telefax +81(3)5784-0035

KOREA
Miele Korea Limited
Miele Haus, 607-10 Yeoksam-dong
Gangnam-gu
Seoul 135-080
Tel. +82 2 3451 9343
Telefax +82 2 3451 9399

LATVIA
Miele SIA
Kr. Valdem ra 21-621
1010 RIGA
Tel. +371 6 7035232
Telefax +371 6 7035252

LUXEMBOURG
Miele s.à r.l.
20, Rue Christophe Plantin
2339 Luxembourg
Tel. +352/4 97 11-25
Telefax +352/4 97 11-39

MEXICO
Miele S.A. de C.V.
Av. Santa Fé 170
German Centre 0-4-2
Col. Lomas de Santa Fé
01210, México, D.F.
Tel. +52/55/85 03 98 70 and
+52/55/85 03 98 73
Telefax +52/55/85 03 98 74

NETHERLANDS
Miele Nederland B.V.
De Limiet 2, 4131 NR Vianen
Tel. +31(0)3 47/37 88 83
Telefax +31(0)3 47/37 84 29

NEW ZEALAND
Miele New Zealand Ltd.
Unit L, 10-20 Sylvia Park Road
Mt. Wellington, 1060 Auckland
Tel. +64(0)9/573 1269
Telefax +64(0)9/573 1268

NORWAY
Miele AS
Løxaveien 13
1351 Rud
Tel. +47/67 17 31 00
Telefax +47/67 17 31 10

POLAND
Miele Sp. z. o. o.
ul. Gotarda 9
02-683 Warszawa
Tel. +48/022/5 48 40 00
Telefax +48/022/5 48 40 10

PORTUGAL
Miele Portuguesa, Lda.
Av. do Forte, 5
2790-073 Carnaxide
Tel. +351/21/42 48-100
Telefax +351/21/42 48-109

ROMANIA
Miele Appliances SRL
Intrarea Narciselor 8

OTOPENI
Jud. Ilfov
Tel. +40 21 3520777
Telefax +40 21 3520776

RUSSIA
000 Miele CIS
Leningradskij Prospekt, 39A
125167 Moscow
Tel. +7(8)495 745-8992
Telefax +7(8)495 745-8680

SINGAPORE
Miele Pte. Ltd.
163 Penang Road #04-02/03
Winsland House II
Singapore 238463
Tel. +65/67 35 11 91
Telefax +65/67 35 11 61

SLOVAKIA
Miele spol. s. r. o.
Plynárenská 1
82109 Bratislava
Tel. +421/2/53 63 37 37
Telefax +421/2/53 63 37 46

SLOVENIA
Miele d.o.o.
Brncičeva 41 g
1000 Ljubjana
Tel. +386 (0)1563 44-80
Telefax +386 (0) 1563 44-90

SOUTH AFRICA
Miele SA (Pty) Ltd.
63 Peter Place
Bryanston 2194
Tel. +27(0)11/5 48-19 00
Telefax +27(0)11/5 48-19 35

SPAIN
Miele S.A.
Carretera de Fuencarral, 20
28108 Alcobendas (Madrid)
Tel. +34/91/6 23 20 00
Telefax +34/91/6 62 02 66

SWEDEN
Miele AB
Industrivägen 20
Box 1397
171 27 Solna
Tel. +46(0)8/5 62 29-000
Telefax +46(0)8/5 62 29-209

SWITZERLAND
Miele AG
Limmatstr. 4
8957 Spreitenbach
Tel. +41(0)56/4 17 20 00
Telefax +41(0)56/4 17-24 69

TURKEY
Miele Elektrikli Aletler
Dis. Tic. ve Paz. Ltd. S.ti.
Güvercin Sokak No. 10
34330 Levent-Istanbul
Tel. +90/2 12/3 25 84 40
Telefax +90/2 12/3 25 84 49

UKRAINE
Miele LLC
Spaskaya St., 30 A
04070 Kiev
Tel. +38 (8)044 4960300
Telefax +38 (8)044 4942285

UNITED ARAB EMIRATES
Miele Appliances Ltd.
Gold & Diamond Park
Sheikh Zayed Road
Building No. 6,
Offices Nos. 214-220
Dubai
Tel. +971 4 3418444
Telefax +971 4 3418852

USA
Miele, Inc.
9 Independence Way
Princeton, NJ 08540
Tel. 001-800/843 72 31
Telefax 001-609/419 42 41

OTHER COUNTRIES:
Sales International
Miele & Cie. KG
Carl-Miele-Straße 29
33332 Gütersloh
Tel. +49(0)52 41-89 15 07
Telefax +49(0)52 41-89 15 00