

## Generation PG85 Dental Washer-Disinfectors For Instrument Reprocessing in Dental Offices



Greater performance.  
Greater safety.  
Greater convenience.

# Quality from Miele Professional – Never be satisfied with less!



In developing instrument reprocessing solutions for dental offices, Miele Professional has attached great significance over the past 50 years to working closely with dentists and instrument manufacturers. A cooperation based on trust and leading to innovations which prove their value in workaday life.

**50**  
YEARS **Medical Technology**



## **Quality**

Your patients rely on your professional skills, so why not in turn place your trust in Miele's quality! The combination of superior materials, skilled workmanship and proven and sophisticated technology has earned Miele its exceptional reputation in the field of medical technology. Miele's Manufacturer Direct Service is renowned for its excellence.

## **Performance**

Machines from Miele Professional excel in terms of their superior performance. A wide selection of accessories and processes reflecting everyday, practical needs leads to perfect results and high throughput, even in highly specialized applications. This ensures that expensive instruments are cared for and ready for use again in next to no time.

## **Efficiency**

You will see a return on your investment from the first use. Low operating costs, ultra-low consumable costs, combined with a durability that ensures a long operating life meaning you will save money for years to come.



Developed for daily use: Miele washer-disinfectors provide an unrivaled solution for fully automated cleaning and thermal disinfection of dental instruments. The machine design fits the requirements of all dental practices including oral surgeons and orthodontists. The most economic method for the reprocessing of dental instruments.

- **Washing and disinfection**  
Innovative instrument washer-disinfectors with matching process chemicals and customizable accessories.
- **Service**  
Miele guarantees the highest of standards in providing expert advice and after-sales service of the highest quality.





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# Miele Washer-Disinfectors – Benefits that pay their way each and every day

Miele washer-disinfectors ensure thorough and reliable cleaning, which is the key prerequisite to receiving sterile instruments. Thermal disinfection protects your staff when unloading the instruments from potential sharps infections.



## Greater performance

The washer-disinfectors from Miele Professional excel in terms of the excellence of their cleaning performance combined with high throughput.

- An innovative heater pump enables both time savings and high standards of efficiency.
- Newly developed spray arms with a revised nozzle design and arrangement of jets ensures full spray coverage.
- An optimized water circuit and a significant increase in pump pressure at the injector nozzles guarantees the thorough and safe reprocessing of lumened instruments.
- 22 handpieces or lumened instruments can be reprocessed in a single cycle.



## Greater safety

Dental washer-disinfectors from Miele Professional raise hygiene and safety benchmarks in the reprocessing of instruments.

- Multi-stage filtration system is highly efficient in removing particulate soil from water in circulation.
- Large-surface central filter in upper basket or load carrier guarantees optimum protection against the blockage of narrow-lumened instruments and handpieces.
- Laser technology is used to weld the chamber sections to give a perfectly smooth, crevice-free finish offering no nooks or crannies where blood or debris can accumulate.
- Reprocessing excellence is afforded by closely monitoring spray pressure and the rotation of the spray arms in order to prevent any loss in circulation pressure or to immediately identify obstacles in the path of the spray arms.

## More convenience

An easily accessible salt container in the door and other convenience features simplify the work of those operating these machines.

- The patented door salt container has a capacity of approx. 2 kg of salt.
- AutoClose: Gentle pressure against the door is sufficient for it to be drawn closed and locked automatically.
- EcoDry: The door of the PG 8581 automatically opens at the end of a program thanks to AutoOpen. Hot, moisture-laden air is released, allowing the load to dry and cool down faster.
- DryPlus hot-air drying on the PG 8591 represents an ideal solution when dealing with narrow-lumened instruments. An upstream Class H13 HEPA filter ensures the reliable removal of particles from the air taken in for drying. The filter is easily accessible via a hatch in the front base.



# Miele Washer-disinfectors – Scalable levels of performance



Washer-Disinfectors	PG 8581	PG 8591
Width, Height, Depth [mm]	600, 835 (820*), 600	600, 835 (820*), 600
Width, Height, Depth [in]	23 5/8, 32 7/8 (32 1/4*), 23 5/8	23 5/8, 32 7/8 (32 1/4*), 23 5/8
Duration / VarioTD** [mins.]	48	48
<b>Load capacity</b>		
Handpieces	22	22
Cassettes (medium size)	24	24
Drying	EcoDry	DryPlus
Electrical connection	AC single-phase***	AC single-phase***

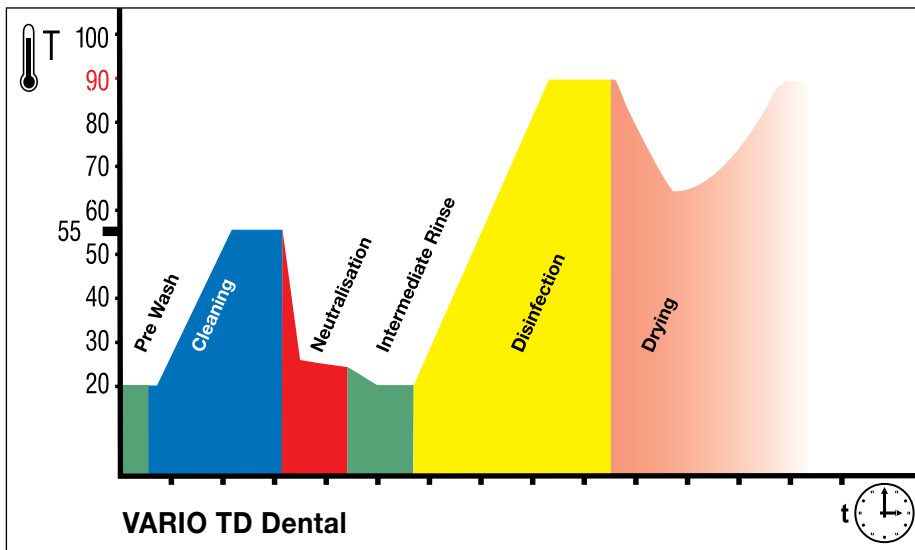
\* without lid

\*\* Cleaning and thermal disinfection

\*\*\* Convertible to 3-phase

Model	Features:	Mat. no.
PG 8581 208V	Stainless-steel casing, 2 integrated dispenser pumps, EcoDry	63.8581.07CDN
PG 8581 240V	Stainless steel casing, 2 integrated dispenser pumps, EcoDry	63.8581.27CDN
PG 8591 208V	Stainless-steel casing, 1 integrated dispenser pump, DryPlus	63.8591.02CDN
PG 8591 240V	Stainless-steel casing, 1 integrated dispenser pump, DryPlus	63.8591.22CDN

# Programs



## Vario TD

In the Vario TD program, pre-cleaning commences at low temperatures to prevent blood and other proteins from setting on the instruments. After an intensive main wash phase, thermal disinfection then takes place at a temperature of 93 °C which is maintained for 5 minutes, reaching an A0 value of 3000 which is 5x

the A0 value of 600 required from the CSA (CAN/CSA Z314.8-14 Decontamination of reusable medical devices).

In order to protect surgical instruments, the final rinse is ideally performed with demineralized water without any surfactant added. This program is suitable for routine reprocessing according to ISO 15883

(CAN/CSA 15883) for all thermally stable instruments.

This approach is particularly gentle on materials and is highly recommended for the reprocessing of handpieces. Hot-air drying on the PG 8591 washer-disinfector ensures the thorough drying of instruments.

PG 8581	Washing and disinfection					Drying	
	Cycle time mins.	CW l	HW l	DI l	Energy kWh	Cycle time mins.	Energy kWh
Vario TD	48	18.6	18.5	9.0	2.3	5	---
Special 93°C-10'	64	11.9	29.6	14.0	3.4	2	---
Rinse	4	10.0	---	---	0.01	---	---

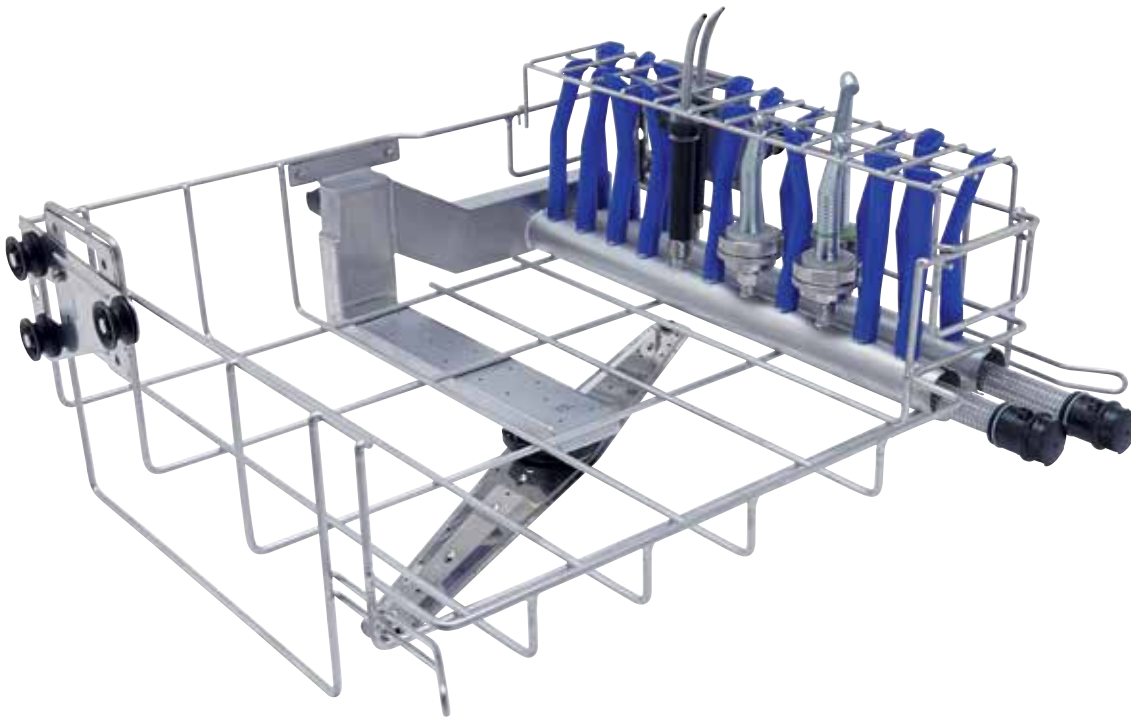
  

PG 8591	Washing and disinfection					Drying	
	Cycle time mins.	CW l	HW l	DI l	Energy kWh	Cycle time mins.	Energy kWh
Vario TD	48	18.6	18.5	9.0	2.3	52*	0.9
Special 93°C-10'	64	11.9	29.6	14.0	3.4	79	1.4
Rinse	4	10.0	---	---	0.01	---	---
Drying	---	---	---	---	---	40	0.7

\* Drying cycle 34 min when using Miele ProCare Dent 40

Washing and disinfection cycles based on electrical connection 2AC 208/240V; 3AC 208/240V; 60Hz, 6.2kW (heating: 5.4kW) and availability of 60°C water intake

# Gentle reprocessing of handpieces and suction tips



## **Washing and disinfection protects your investment**

Miele Professional has come up with a whole host of practical solutions to the demanding task of reprocessing handpieces. The gentlest treatment of materials is guaranteed by the Vario TD program which maintains temperatures with a high degree of precision and by ProCare Dent process chemicals specially formulated for instrument reprocessing.

- Special-purpose adapters ensure the thorough irrigation of lumens and internal surfaces of handpieces.
- Vario TD reprocessing cycle with low temperature fluctuation to protect materials (93°C, 5 mins.).
- Mildly alkaline or non-mineral ProCare Dent process chemicals for gentle reprocessing according to manufacturers' instructions.
- Up to two integrated dispenser pumps for the precise delivery of non-aggressive liquid detergent.



# Accessories for the PG 85 generation of washer-disinfectors



Innovative accessories have been developed to match the PG 85 series of washer-disinfectors to make the reprocessing of instruments in dental offices even safer and more simple in future. Alongside baskets and holders for lumened instruments, dispenser modules, water pre-treatment products, cabinets and bases are available.

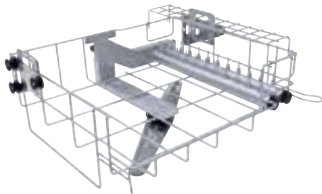
## **Advice**

For advice on the ideal features for your washer-disinfector, please contact Miele Professional.

## **Sample PG 8591 feature set (not as illustrated)**

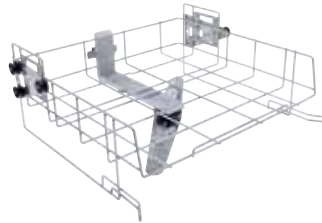
- A 105 upper basket/injector unit
- A 800 central filter
- A 151 lower basket/open front
- A 803 holder for handpieces (3 x)
- A 804 cleaning brush
- E 379 insert for various loose instruments
- E 523 insert for instrument cassettes (2x)
- E 521 insert for hinged instruments

# Upper and lower baskets for PG 8581 & PG 8591 receptacles and filters



## A 105 upper basket/ injector unit

- Left-hand side free for inserts
- Right-hand side with height-adjustable supports and 22 injector nozzles
- Active drying of burrs and handpieces
- 5 x E 336 irrigation sleeves for e.g. saliva extractors, supplied in bag
- A 800 central filter for use in either injector rail (not provided)
- Built-in spray arm
- H 202, W 528, D 528 mm



## A 102 upper basket/ open front

- Open front
- For various inserts
- Height-adjustable
- Vertical clearance 205 +/-30 mm
- Built-in spray arm
- H 206, W 528, D 527 mm



## A 151 lower basket/ open front

- For various DIN mesh trays and inserts
- Vertical clearance dependent on type of upper basket used
- H 88, W 529, D 522 mm



## A 801

- Adapter for use of AUF 1 in combination with A 105



## A 800 central filter

- For use in A 105 upper basket

## A 804 cleaning brush (not illustrated)

- For manual cleaning of A 800 central filter



## A 803 holder for handpieces

- For connection of handpieces in A 105 upper basket in combination with A 800 central filter
- Suitable for handpieces and contra-angles/turbines

## UBS 3 conversion kit (not illustrated)

- For use of O 177/1 upper basket in PG 8581 or PG 8591
- Conversion by Service.

Insert	Mat. no.	Art. no.
A 105 upper basket/injector unit	9862390	69.6105.00
A 102 upper basket	9862360	69.6102.00
A 151 lower basket/open front	9862410	68.6151.00
A 800 central filter (for use in A 105)	9960680	68.6800.00
A 803 receptacle for handpieces (for use in A 105)	9863100	69.8030.00
A 804 cleaning brush (for use with A 105 and A 800)	9960720	68.6804.00
A 801 adapter (AUF 1/2 with A 105)	9862940	69.3801.00
UBS 3 conversion kit	10131110	69.2150.16

# Inserts



### E 197 insert 1/6 mesh tray

- For micro-instruments
- Wire mesh, mesh size: Base 3 mm, sides 1.7 mm, lid 8 mm
- Can be sterilized in steam at 121°C/134°C
- H 42, W 150, D 225 mm



### E 363 insert 1/6 mesh tray

- Mesh size 1 mm, with lid
- Without receptacles for instruments
- H 55, W 150, D 225 mm



### E 131/1 insert 1/2

- For 5 mesh trays (e.g. E197)
- 6 holders (5 compartments) H 168, spacing 80 mm
- H 168, W 180, D 495 mm

### E 800 insert 1/2

- As E 131/1, for 3 mesh trays
- H 165, spacing 68 mm
- H 165, W 140, D 290 mm



### E 146 insert

- Mesh tray incl. lid
- Keeps instruments as set to avoid sorting
- 2 hinged handles
- H 55, W 150, D 225 mm



### E 473/2 insert

- Round mesh basket with lid for small parts
- For suspending onto mesh baskets
- H 88, W 66, D 66 mm



### E 337/1 insert 2/5

- For instruments in upright position
- 4 plastic receptacles
- 12 compartments, approx. 22 x 28 mm
- 4 compartments, approx. 25 x 28 mm
- 48 compartments, approx. 13 x 14 mm
- H 113, W 173, D 445 mm

Insert	PG 8581	PG 8591	Upper basket	Lower basket	Mat. no.	Art. no.
E 197	•	•	•	•	7984090	68.5197.01
E 363	•	•	•	•	3149790	69.5363.01
E 131/1	•	•		•	5771030	69.5131.02
E 800	•	•	•	•	4637720	69.5800.01
E 146	•	•	•	•	3346680	69.5146.01
E 473/2	•	•	•	•	10623720	69.5473.03
E 337/1	•	•	•	•	7984130	69.5337.02

# Inserts



### E 130 insert 1/2

- For 10 trays
- 11 holders (10 compartments)  
H 170, spacing 35 mm
- H 180, W 180, D 445 mm



### E 523 insert 1/2

- For mesh trays
- 7 holders (6 compartments)  
H 145, spacing 50 mm
- H 151, W 220, D 450 mm



### E 520 insert

- For 18 root canal instruments
- Hinged
- Can be sterilized
- H 45, W 75, D 30 mm



### E 378 insert 1/1 mesh tray

- Wire mesh,  
1.7 mm mesh size
- 2 handles
- H 80 + 30, W 460, D 460 mm



### E 379 insert 1/2 mesh tray

- Wire mesh,  
1.7 mm mesh size
- 2 handles
- H 80 + 30, W 180, D 445 mm

Insert	PG 8581	PG 8591	Upper basket	Lower basket	Mat. no.	Art. no.
E 130	•	•		•	2648950	69.5130.01
E 523	•	•	•	•	5649700	69.5523.01
E 520	•	•	•	•	5409080	68.5520.01
E 378	•	•	A102	•	3203530	69.5378.01
E 379	•	•	•	•	3203500	69.5379.01



# Inserts



### E 521/2 insert

- For 7 extraction or orthodontic forceps
- Compartment size 21 x 80 mm
- H 135, W 100, D 189 mm



### E 522/1 insert

- 9 holders for dental impression plates
- H 140, W 100, D 190 mm



### AUF 1 holder

- Sleeve for handpieces and turbines in upper basket O 177/1
- Consists of seal, threaded bush, bracket, filter housing -lower section, upper section, 5 filter inserts



### FP filter inserts for AUF 1

- 20 discs
- Porosity 2
- Diameter 30 mm



### ADS 1 silicone adapter: white

- For handpieces with diameter of approx. 20 mm

### ADS 2 silicone adapter: green

- For handpieces with diameter of approx. 16 mm

### ADS 3 silicone adapter: red

- For handpieces with diameter of approx. 22 mm

Insert	PG 8581	PG 8591	Upper basket	Lower basket	Insert	Mat. no.	Art. no.
E 521/2	•	•	•	•		7476430	69.5521.03
E 522/1	•	•	•	•		6697010	69.5522.02
AUF1	•	•	O177/1			5159510	68.5511.01
FP					AUF 1	6059480	69.7512.01
ADS 1, 20mm Ø					AUF 1	5159530	68.7513.01
ADS 2, 16mm Ø					AUF 1	5159540	68.7514.01
ADS 3, 22 mm Ø					AUF 1	5159550	68.7515.01

# Bases



**UG 30-60/60-85 base**

- For use on PG 8581 and PG 8591
- Stainless-steel base, bolted to machine
- H 300, W 600, D 600 mm



**UG 30-90/60-85 base**

- For use with PG 8581 and PG 8591 in combination with PG 8595 or PG 8596
- Stainless-steel base, bolted to machine
- H 300, W 900, D 600 mm

Description	Mat. no.	Art. no.
UG 30-60/60-85	10087350	69.3060.01
UG 30-90/60-85	10087360	69.3090.01

**Notes**

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# Accessories



## PG 8596 dispenser unit

Housing unit for process chemicals and dispenser modules

- H 835 (820), W 300, D 600 mm
- Compatible with PG 8581, PG 8591
- Freestanding unit, can be built under
- Unit with removable door
- Outer panelling in stainless steel
- Interior dimensions:  
H 690 / 380 / 285 mm  
(top drawer removed / lower / upper drawer), W 250 mm, D 555 / 425 mm  
(without / with drip tray and dispenser modules)

2 levels:

Removable telescopic drawers with drip tray liners for canisters containing process chemicals

Canister sizes (L x B x H)

Accommodates a total of 6 x 5 l canisters (L 245 x W 145 x H 225 mm\*).

Lower drawer offers space for larger canisters:

- 2 x 10 l, 140 x 193 x 307 mm
- 2 x 10 l, 223 x 203 x 321 mm
- 2 x 10 l, 229 x 193 x 323 mm
- 2 x 10 l, 194 x 204 x 353 mm
- 1 x 20 l, 289 x 233 x 396 mm
- 1 x 25 l, 288 x 234 x 456 mm

\* Only possible with DOS K 85/1 dispenser with short siphon.



## DOS K 85/1 dispenser module

- For liquid products such as alkaline detergents, chemical disinfectants and neutralising agent
- Peristaltic pump, adjustable via machine's electronic controls
- Integrated dispenser monitoring function ensuring high level of process security in compliance with EN ISO 15883
- Short siphon (200 mm) for 5 l canister, incl. level fill monitoring
- Length of connection cable: 3.00 m
- Length of suction hose: 1.80 m

Designation	Mat. no.	Art. no.
PG 8596 D AE DOS housing unit	10087340	69.8596.02
DOS K 85/1	09961080	69.7470.51

# Accessories for reprocessing with fully demineralized water



## PG 8595 Aqua Purificator

Housing unit for two VE P 2000/LP 2800 water demineralization cartridges

- Compatible with PG 8581, PG 8591
- Generally recommended quality for final rinse < 19 µS/cm
- H 835 (820), W 300, D 600 mm
- Freestanding unit, can be built under
- Outer panelling in stainless steel
- Cartridges not included



## CM ConductivityMeter

Conductivity module for VE P 2000 and LP 2800 water demineralization cartridges

- Single-line, illuminated display
- 10-point measurement in 0 - 199.9 µS/cm range
- Optical and acoustic 'change cartridge' indicator
- Optical and acoustic fault indicator
- Wall bracket
- Connection to external LED (optional)
- The device comes with a sensor cell and 3/4" hoses for connection to the cartridge and the machine
- H 118, W 235, D 110 mm
- Input: 120V, 60 Hz, 85 mA; Output: 9V, 400 mA, 3.6 VA



## LP 2800 water demineralization cartridge, empty

- Pressure-proof stainless-steel cartridge
- H 570, Ø 230 mm
- Complete with vent and pressure relief valve
- Can be charged with 19 l of single-use resin

## E 315 disposable resin

- 20 l, mixed-bed resins for LP 2800
- Box with 2 x 10 l bags, vacuum sealed in plastic bags
- Replacement filter bag

## E 316 refill set

- Plastic barrel with lid and funnel for 30 l of disposable resin

## VE P 2000 water demineralisation cartridge, charged

- Pressure-proof stainless-steel cartridge
- H 410, Ø 230 mm
- Complete with vent and pressure relief valve
- Contains 12.5 l resin

Description	Mat. no.	Art. no.
PG 8595 D AE Aqua Purificator	10087320	69.8595.02
CM ConductivityMeter	10008360	69.4500.01
LP 2800 water demineralisation cartridge, empty	09782590	69.4318.05
E 315 disposable resin	03830350	69.4315.01
E 316 refill set	03830360	69.4316.01
VE P 2000 water demineralisation cartridge, charged	09773410	69.4311.01



# Soft water, perfectly matching chemicals – Perfect results



## **Integrated water softening for plug-and-play experience**

Minerals in tap water can interfere with the cleaning process and cause deposits to form on instruments. Miele washer-disinfectors are fitted with a Profi Monobloc water softener which removes the bulk of ions that create water hardness in tap water. In the case of extremely hard water and in surgeries using large amounts of instruments, additional complete demineralization may make sense for even better results.

- Optimum chemical action for excellent washing and disinfection
- Preserves the value and functionality of both instruments and machine
- Full demineralization modules are optionally available

## **Specially formulated process chemicals**

ProCare Dent process chemicals form the basis for the thorough and gentle treatment of expensive instruments. According to recommendations issued by instrument manufacturers, Miele Professional offers specially formulated products for the reprocessing of instruments and handpieces. Each product is carefully geared to the various phases of the washing and disinfection cycle on Miele washer-disinfectors.

- Effective cleaning and disinfection of instruments and handpieces
- Extremely gentle on materials and suitable for routine use according to manufacturers' instructions
- Prevents discolouration and reduces the risk of stains and corrosion
- Improved drying and prevention of scaling
- Precise dispensing with standard and optional dispenser pumps
- Colour coding and indicator system prevents mix-ups
- Lower chemical costs per cycle

# ProCare Dent process chemicals



### ProCare Dent 10 MA

- Mildly alkaline detergent, liquid concentrate
- 5 l canister



### ProCare Dent 10 A

- Alkaline detergent, liquid concentrate
- 5 l canister



### ProCare Dent 11 A

- Alkaline detergent, powder
- 10 kg container



### ProCare Dent 30 C

- Acidic neutralization agent, liquid concentrate
- 5 l canister



### ProCare Dent 30 P

- Acidic neutralization agent, liquid concentrate
- 5 l canister



### ProCare Dent 40

- Surfactant, liquid concentrate
- 1 l bottle (with spout)



### ProCare Universal 61

- Coarse reactivation salt for built-in water softener
- 6 kg package (3 x 2 kg)



### Canister key

- Used to open safety caps on 5 l canisters

Article	Container size	Mat. no.	Art. no.
ProCare Dent 10 MA	5 l canister	9313850	66.9132.02
ProCare Dent 10 A	5 l canister	9051960	66.9122.01
ProCare Dent 11 A	10 kg container	9051940	66.9112.01
ProCare Dent 30 C	5 l canister	9052110	66.9153.01
ProCare Dent 30 P	5 l canister	9052080	66.9143.01
ProCare Dent 40	1 l bottle	9052130	66.9171.01
ProCare Universal 61	6 kg container	9195780	66.9161.02
Canister key	–	9066810	

# ProCare Dent process chemicals

Product	Description	Special notes	Labelling of contents according to VO (EG) 648/2004 guideline	Container sizes
<b>Washing</b>				
<b>ProCare Dent 10 MA</b>	Mildly alkaline detergent, liquid concentrate	<ul style="list-style-type: none"> <li>• Excellent material compatibility</li> <li>• Particularly suitable for handpieces</li> <li>• Lasts approx. 160 cycles</li> </ul>	<ul style="list-style-type: none"> <li>• &lt; 5% non-ionic tensides</li> <li>• Also contains enzymes, preservatives (phenoxyethanol, methyl-, ethyl-, butyl, propyl isopropyl parabene)</li> </ul>	5 l canister
<b>ProCare Dent 10 A</b>	Alkaline detergent, liquid concentrate	<ul style="list-style-type: none"> <li>• High cleaning performance</li> <li>• Not suitable for handpieces</li> <li>• Lasts approx. 160 cycles</li> </ul>	<ul style="list-style-type: none"> <li>• 15-30% phosphates</li> </ul>	5 l canister
<b>ProCare Dent 11 A</b>	Alkaline detergent, powder	<ul style="list-style-type: none"> <li>• High cleaning performance</li> <li>• Not suitable for handpieces</li> <li>• Lasts approx. 330 cycles</li> </ul>	<ul style="list-style-type: none"> <li>• &lt; 5% non-ionic tensides</li> <li>• &gt; 30% phosphates</li> </ul>	10 kg container
<b>Neutralisation</b>				
<b>ProCare Dent 30 C</b>	Acidic neutralisation agent, liquid concentrate	<ul style="list-style-type: none"> <li>• Particularly suitable for handpieces</li> <li>• Based on citric acid</li> <li>• Lasts approx. 500 cycles</li> </ul>	<ul style="list-style-type: none"> <li>• Organic acids</li> </ul>	5 l canister
<b>ProCare Dent 30 P</b>	Acidic neutralisation agent, liquid concentrate	<ul style="list-style-type: none"> <li>• Not suitable for handpieces</li> <li>• Based on phosphoric acid</li> <li>• Removes tarnishing and soiling removable with acids</li> <li>• Lasts approx. 500 cycles</li> </ul>	<ul style="list-style-type: none"> <li>• Inorganic acids</li> </ul>	5 l canister
<b>Rinse</b>				
<b>ProCare Dent 40</b>	Surfactant, liquid concentrate	<ul style="list-style-type: none"> <li>• Improved, shorter drying cycles</li> <li>• Lasts approx. 330 cycles</li> </ul>	<ul style="list-style-type: none"> <li>• &lt; 5% phosphonates</li> <li>• 15-30% non-ionic tensides</li> <li>• also contains preservatives (methyl chlorisothiazolinone / methyl isothiazolinone)</li> </ul>	1 l bottle (with spout)
<b>Reactivation</b>				
<b>ProCare Universal 61</b>	Coarse reactivation salt for built-in water softener	<ul style="list-style-type: none"> <li>• Prevents scaling and protects loads</li> <li>• lasts approx. 350 cycles at 8 gr/gal</li> </ul>		6 kg container (3 x 2 kg)



## Recommendation for routine reprocessing of instruments

Vario TD program

Detergent: ProCare Dent 10 A liquid detergent or ProCare Dent 11 A powder detergent

Neutralisation: ProCare Dent 30 P

Final rinse: ProCare Dent 40



## Recommendation for routine reprocessing of instruments and handpieces

Vario TD program

Detergent: ProCare Dent 10 MA liquid detergent

Neutralisation: ProCare Dent 30 C

Final rinse: ProCare Dent 40



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# Service excellence – Functional safety and preservation of values

A broad range of advisory services and strong on-site after-sales service round off the experience. Miele once again sets the highest of standards. Having service experts who work exclusively on Miele equipment ensures the best possible first time fix rate.



## Comprehensive service from the very start

Even before a machine is installed, Miele's sales force is available to provide dentists with in-depth advice. Experienced experts assist in selecting the most suitable machines and configurations to suit individual needs.

## Miele service contracts

### Preventative Maintenance Plan

- Annual Inspection
- Maintenance Check
- Pre-emptive replacement of defined parts

### Full Protection Plan

- Annual Inspection
- maintenance Check
- Pre-emptive replacement of defined parts
- Coverage of all costs for repairs, labour, travel charges
- No additional out-of-pocket expenses

## Service to meet professional expectations

Highly qualified medical device technicians support customers with the installation and commissioning of their machines and perform routine tests during use. This pre-emptively avoids downtimes and helps optimize operating parameters. Regular checks and maintenance prolongs the life expectancy of the equipment.

- Quality service through blanket network of technicians
- Manufacturer direct service network in British Columbia, Alberta, Ontario, Quebec
- First time fix rate in excess of 90%
- Reliable parts availability policy of having key functional parts available for 15 years after series production ceases

## Customized service contracts and inspections

Miele Professional offers a series of tailored annual service contracts to suit individual needs. During the term of the contract, machines are regularly inspected by Miele's own specialized service technicians. Depending on the type of contract, this includes a functional and safety analysis covering all key components and the replacement of parts. Scheduled inspections and maintenance appointments prevent breakdowns, extend the working life of machines and contribute towards safeguarding your investment.



*'My patients rely on my professionalism and skill every day. It's good to know that I can depend on Miele Professional – both as a dentist and as a businessman.'*

*Dr. med. dent. Jan Kersken*

# Miele Professional – Quality and service for professionals



Decades of experience, an unwavering pursuit of quality and the power of innovation means that Miele sets the benchmark. High-performance washer-disinfectors from Miele Professional are recommended by several leading manufacturers for the reprocessing of their instruments ensuring high-level and standardized results throughout the entire instrument reprocessing cycle.

## Capacity

- Thorough yet gentle reprocessing with dependable results
- Processes engineered to reflect the needs of both machines and instruments
- Complete system from one single supplier consisting of perfectly matching components (machines, chemicals, software, service)

## Quality and economical operation

- Highest-quality materials and workmanship
- Superior product longevity and reduced need for maintenance
- Short cycle times and sparing use of resources

## Safety and convenience

- Ergonomic controls for stress-free everyday use
- Convenient navigation avoids mistakes on the part of the user
- Large, easily surveyed display using plain text
- Fully automatic protocolling and documentation of reprocessing

## Service

- Excellent Miele manufacturer-direct service operation
- Comprehensive advisory services covering planning, requirement assessment and financing
- Customized service contracts guaranteeing functional safety and preserving values



Miele Experience Centre Locations

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**Forever Better**

Miele has remained true to its corporate philosophy since 1899. 'Immer besser', two words which represent the bedrock of Miele's high quality standards, providing clients with the security of knowing that they have chosen the right product.