

**Miele**

**Information Binder**

## Resource List

|  |  |
|--|--|
| <b>Miele Consumer Line</b>                       | <b>1-888-996-4353 or 1-888-99-MIELE</b>  |
| <b>Dealer Services Number:</b>                   | <b>800.999.3790</b>  |
| <b>Dealer Service Email:</b>                     | <b>dealerservicesappliances@mieleusa.com</b>   |
| <b>Technical Department:</b>                     | <b>800.999.1360</b>  |
| <b>Service Dept. Email:</b>                      | <b>technicalservice@mieleusa.com</b>   |
| <b>In-Home/<u>On-Site</u> Technical Support:</b> | <b>888.529.8790</b>  |
| <b>Parts Department:</b>                         | <b>800.999.1360 (option2, option1)</b>   |
| <b>Parts Email:</b>                              | <b>mieleparts@mieleusa.com</b>   |
| <b>Return Dept. Number:</b>                      | <b>800.666.0486</b>  |
| <b>Return Dept. Email:</b>                       | <b>_radept@mieleusa.com</b>  |
| <b>Miele Website:</b>                            | <b>www.mieleusa.com</b>  |
| <b>Promotions Link:</b>                          | <b><a href="https://www.mieleusa.com/domestic/promotions-304.htm">https://www.mieleusa.com/domestic/promotions-304.htm</a></b> |
| <b>Miele Rebates Link:</b>                       | <b><a href="https://www.mielerebates.com/">https://www.mielerebates.com/</a></b>   |
| <b>Territory Manager:</b>                        | <b>Matt Olson</b>  |
| <b>Mobile Number:</b>                            | <b>412.735.2745</b>  |
| <b>Email:</b>                                    | <b>matthew.olson@miele.com</b>   |
| <b>Regional Manager:</b>                         | <b>Alex Weems</b>  |
| <b>Mobile Number:</b>                            | <b>773.220.8196</b>  |
| <b>Email:</b>                                    | <b>aweems@miele.com</b>  |
| <b>Service Manager:</b>                          | <b>Don Mascarella</b>  |
| <b>Mobile Number:</b>                            | <b>773.655.5425</b>  |
| <b>Email:</b>                                    | <b>dmascarella@miele.com</b>   |

# Miele

## MAY 2019 Miele Promotions

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### **Complimentary 5 Year Warranty.**

For a limited time, with the purchase of any Range or Rangetop, receive a complimentary 5-Year Warranty. Fueled by 120 years of German Engineering.

Offer valid: 5/1/19 - 7/31/19

[www.mieleusa.com/promotions](http://www.mieleusa.com/promotions)

# Miele

## MAY 2019 Miele Promotions

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**We're shining a spotlight on 120 years of German engineering with \$120 in instant savings.**

The only thing more impressive than our 120 year history is how clean your dishes get. In celebration, receive \$120 off the purchase of a G 4977 SCVI SF and G 4977 Vi SF.

Offer valid: 4/1/19 - 6/30/19

[www.mieleusa.com/promotions](http://www.mieleusa.com/promotions)

# Why Miele?

This sheet will explain what makes Miele unique in different product categories

## Company

- 120 years family owned with no debt
- Leads the industry in quality assurance testing – every product tested before it leaves Germany
- Built to a standard, then given a price – built quality and design is the same across products, only features change
- Have our own foundry, make all our own electronics, highest integration in the industry at 60%-next closest is 13%
- Everything is built to last double the life of most competitors

## Dishwashers

- 90 Day Sound & Cleanliness guarantee
- Autosensor adapts to each wash independently
- Tested to last 7500 cycles or 20.7 years
- 3 full size spray arms – independently fed from pump
- Sound rating is on full load, Pots & Pans – loudest it will ever be

## Laundry – Washer – 2.26 capacity; 17.6 lbs – can hold king size comforter

- Honeycomb drum – stainless steel, creates a layer of water between clothing and drum, no stretching
- Load Control – analyzes each load individually and adapts the wash
- 120v, EnergyStar, Good Housekeeping Seal

## Laundry – Dryer – 4.03 capacity

- Honeycomb drum – keeps clothing circulating to evenly dry
- Heatpump, ventless dryer – about 5% longer dry time than traditional
- Whole fin drying sensor
- 120v, EnergyStar, Good Housekeeping Seal – 220v adapter available for \$49

## Ranges

- Cleantouch Steel on the front, porcelain stove top, recessed ignitors – easy to clean
- Burners have conical burner to concentrate heat which allows for quick boiling and true simmer
- Grates are made to have zero trip points moving front to back, dishwasher safe, secure to unit
- Boil gallon of water in 4:37 mins

## Ovens

- Fans don't mix flavors, fans never stop-keeping temperature consistent through whole cavity
- Whole cavity is the sweet spot
- Can self-clean 1000 cycles with the racks inside – racks are made of glass infused chrome (H6281BP doesn't have GIC racks)
- Preheat to 350 in 6:20 mins on dual fuel

## Steam Ovens

- External steam generator – keeps cold moisture off food which ruins flavor
- 6 steam ports on combi, 8 on just steam
- Fastest to remove oxygen and quickest to heat

## Cooling

- Dual compressor system
- Fridge goes to 36 – never have pocket freezing
- Cooling through entire cavity evenly, even the door
- No maintenance – no air filter to replace, don't need to vacuum coils
- Mastercool Freezer can go to -22 degrees with Super, freezer traditionally is set at -11

## Coffee

- Invented built-in coffee systems
- Conical grinder – consistent grind and stays sharp
- Most drink options – fully customizable for each
- Built for 20,000 cups of use – 3 cups a day for 20 years

# Miele Company Overview

## What is Miele?

- What do you know about Miele?
- Get what you pay for, this translate to value.
- Miele wins in the same price point and on the margins.
- Miele builds to a standard and functionality then worry about price.
- Miele is a weird, nuts, different company, Miele goes through long lengths to make a product.
- Balance building of products between human intuition and machine precision
  - Human – assembly, bending and testing
  - Machine – laser cutting and precision
- We make the best “used” appliances
  - All products are fully tested prior to being packaged – this is why with dishwashers you will see water stains in them
- Dr. Miele quote
  - Asked “Why do we go so much further?” Responded with “Because my name is on the box and I can’t let our customers or staff down.”
- Miele was green before being green was cool.
  - 90% of all parts are metal or plastic that is recyclable

## Product Build is Uncompromised.

- Miele products are all produced with the same body and build.
  - What differs by model is the features.
  - The entry level has the same skeleton has the top model.
- Privately held company which allows for more control over the product build.
  - Trust is good, control is better.
  - Most competitors source their components from multiple companies
  - Carry zero debt, this allows us to never skimp on quality
- Miele is the highest vertically integrated appliance company in the world at 60%
  - Don’t harvest our own resources and don’t build what has patents and isn’t a quality concern
  - The next level of appliance brands are at around 13% with most being at 7%
- Miele makes all of its own electronics
  - Could cut costs by 30% if outsourced but lose control and quality
  - Only Samsung and LG also do this but they are in that business
- Miele owns its own foundry
  - Make our own iron parts that never rust
- Miele is the industry leader in endurance testing
  - Miele does 100% of product testing, both random and planned
  - Built to last double the life of most competitive brands for the same product
- Our stainless steel gives off a mirror image on all our products
  - Look at competitors and you will see the funny house effect due do the coating not being even

## Miele learning any time you want.

- [www.miele-elearning.com/us/index.php](http://www.miele-elearning.com/us/index.php)
- Will always give you a new lesson each time you log in.

# Miele Dishwashers

## Overview of Dishwashers

- Offers a 90 Day Quiet & Clean Guarantee
  - A satisfaction guarantee that Miele's dishwasher will be quieter and clean better than your previous machine or Miele will refund your purchase \*must be installed by a certified tech
- Miele dishwashers think and adapt to each independent wash using sensors, not time or cycle setting
  - *AutoSensor* - detects how soiled or dirty dishes actually are in order to automatically adjust the cycle to ensure clean dishes while providing energy savings by not running needlessly once dishes are clean
  - Conditionally driven based off each wash – guaranteed proper fill level, temperatures, soil level, load size and load type. The only thing you need to let it do is know what it is washing
- Miele has been making dishwashers since 1929 – we do it the best and do it right
- Miele is tested to preform 7500 cycles or about 20.7 years' worth of washing. The next closest competitor is 3500 and 9.5 years, about half
- Water temperature is the hottest of any brand
- All steel walls are hydroformed from a single sheet
- *Double-waterproofSystem*: using a double valve system, ensures that there will not be leaks in any part of the machine and will automatically shut off the water supply

## Spray Arms

- All arms spray both up and down
- Each is fed independently from the commercial grade pump which allows for consistent pressure to each
- Rotate opposite of each other to ensure all angles are hit on dishware
- Dedicated spray arm for the cutlery tray
- Middle arm is plastic to prevent high impact on fragile dishware

## Drying – the most effective condensation drying system

- Cools the right wall by pulling in air from the outside and getting the wall significantly cooler than the internal temperature which forces moisture to gravitate towards the wall and off the dishes
- *AutoOpen Drying* - Dimension, Lumen and Diamond series have the ability to open automatically at the end of a cycle, to allow hot air to vent and allow dishes to stay dry

## Sound – at every comparable price point Miele is the quietest dishwasher

- Our DBA rating is on the loudest cycle with a full rack of dishes so this will be the loudest the machine ever will be. The competition tests on the quietest cycle with an empty machine.

## Racks

- Configuration on the rack directly correlates to what a machine can hold, much more so than the cubic footage
- Racks are built to hold 16 full place settings.
- The lower rack has taller walls and with notches that hold larger plates in place
- Racks are flexible on the rails for a reason. They are not secure in place so that they can flex with the dishwasher cycle better protect your dishes.
- Racks are white which some say has a “cheap” look. They are white so you can see if there is every an issue with them.
- Made with Rilsan nylon, one of the strongest nylons in the world, they will never wear down.
- Configurable to be able to hold stemware and glassware of all sizes securely in place.

## Specific Features

- **GlassCare** – available on Crystal and up, makes water automatically softer or harder depending on what is needed for optimal cleaning
- **EcoTech** – available on Lumen and Diamond, reheats and exchanges heat for maximum energy efficiency

## Dishwasher Cycles

- **Normal:** This standard wash cycle is designed for normal, everyday loads of mixed dishes that feature an average level of grime or soiling.
- **Pots & Pans:** Large cooking instruments often feature caked-on grease and dried grime, so this cycle is designed to provide an exhaustive clean for a like-new shine.
- **Sani-Wash:** Designed for users or dishes for which sanitation and hygiene are of the utmost importance, this cycle offers higher wash temperatures for helping to eradicate germs from items like baby bottles, cutting boards, utensils and other items.
- **Express:** Looking to complete a quick wash of lightly-used dishes? Use the express cycle to get dishes clean in a flash.
- **Rinse & Hold:** If you've loaded some dishes but aren't quite ready for a full cycle yet, the Rinse & Hold cycle will quickly and efficiently rinse down waiting dishes to keep them from developing a smell or developing caked-on filth.
- **China & Crystal** (available in Crystal series dishwashers and above): Gently and fully clean and care for glassware that might be sensitive to high temperatures. This cycle requires only half of the average recommended detergent.
- **Grates & Filters:** Made for cleaning dishwasher-safe cooking grates and other grate-shaped items, like stainless steel baffle filters
- **Clean Machine:** Every once in a while your Miele dishwasher might need a good clean itself—this cycle is an energy efficient and effective method of cleaning the interior of your dishwasher.
- **ExtraQuiet:** Reduces the volume of the dishwasher's operation by up to 20%, making it almost inaudible. Good for households with sleeping babies.
- **Energy Saver:** This cycle reduces the energy use of your Miele dishwasher dramatically while still supplying plenty of cleaning power for all your dishes
- **Economy:** Designed for everyday, common mixed loads that don't require extensive cleaning in order to save energy and water
- **Tall Items:** A special program for cleaning extra large, heat-sensitive items like vases. You can even remove your top basket to allow for these larger items.
- **Glasses:** Cleans and dries beer glasses without rinse aid in order to guarantee perfect foaming.
- **Sensor Wash:** Uses advanced Miele technology to determine the level of soiling on dishes and choose an appropriate cycle
- **FlexiTimer/Delay Start:** Set your dishwasher to begin and end at a specific time that you specify
- **Short:** Cut your washing time by a third with temperature adjustments and a shorter holding time
- **Extra Economical:** Save resources even more effectively by lowering overall temperature and extending the holding time for drying dishes
- **Intensive:** If the items in your lower basket require a deep clean, use the Intensive cycle to increase spray pressure while still providing gentle cleaning for the top rack
- **Soak:** Some hard-to-clean residues require some soaking time. The soak feature helps remove these caked-on greases
- **Pre-Rinse:** This cycle helps to remove light soiling and keeps your dishes from developing a smell between cycles

DISHWASHER CHEAT SHEET - PRICES EFFECTIVE 2/1/2019



| Item  | Model          | UMRP    | Description                                     | Programs  | TIME*   | TEMP*     | SHORT*    |   |  |
|---|----------------|---------|---|---|---|-----------|-----------|---|--|
| <b>CLASSIC (46 dBA)</b>                           |                |         |   | <b>Promotional SKU - Programs &amp; Features as Classic Plus 3D Without Express Program (Standard Cutlery Tray-NOT 3D)</b>  |   |           |           |   |  |
| Front Control Models                              |                |         |   |   |   |           |           |   |  |
| 21422837USA                                       | G4228 SCU      | \$999   | Pre-finished Stainless Steel Cutlery Tray       | 2-Normal  | Regular use program                                 | 2:00      | 154°      | --  |  |
| <b>CLASSIC PLUS (46 dBA)</b>                      |                |         |   | <b>Promotional SKU - Programs &amp; Features as Classic Plus 3D (Standard Cutlery Tray-NOT 3D)</b>  |   |           |           |   |  |
| Integrated Controls                               |                |         |   |   |   |           |           |   |  |
| 21497763USA                                       | G4977 Vi SF    | \$1,099 | Pre-finished Stainless Steel Basket             |   |   |           |           |   |  |
| 21497764USA                                       | G4977 SCVi SF  | \$1,199 | Pre-finished Stainless Steel Cutlery Tray       |   |   |           |           |   |  |
| <b>CLASSIC PLUS 3D (46dBA)</b>                    |                |         |   |   |   |           |           |   |  |
| Front Control Models                              |                |         |   | 1-Normal  | Sensor-controlled for normal wash                   | 2:00      | 140°      | 1:40  |  |
| 21494824USA                                       | G4948 U BL     | \$1,099 | Black Front W/Basket                            | 2-Express   | Quick program for light-soiled dishware             | 0:46      | 109°      | 0:31  |  |
| 21494826USA                                       | G4948 U WH     | \$1,099 | White Front W/Basket                            | 3-Pots & Pans   | Maximum cleaning performance                        | 3:07      | 167°      | 1:52  |  |
| 21494827USA                                       | G4948 U        | \$1,299 | Stainless Steel W/Basket                        | 4-SaniWash  | Sanitize dishware                                   | 2:31      | 156°      | --  |  |
| 21494834USA                                       | G4948 SCU BL   | \$1,299 | Black Front W/3D Cutlery Tray                   | 5-Rinse & Hold  | Rinse program with pre-wash only                    | 0:14      | 124°      | --  |  |
| 21494836USA                                       | G4948 SCU WH   | \$1,299 | White Front W/3D Cutlery Tray                   |   |   |           |           |   |  |
| 21494837USA                                       | G4948 SCU      | \$1,399 | Stainless Steel W/3D Cutlery Tray               | 2 OPTIONS   | Delay Start (Up to 24hrs in advance)                |           |           |   |  |
| Integrated Controls                               |                |         |   | Short (Reduce cycle time from 30% to 50%)   |   |           |           |   |  |
| 21499362USA                                       | G4993 SCVi     | \$1,299 | ADA Panel Ready 3D Cutlery Tray                 |  <ul style="list-style-type: none"> <li>✓ Double WaterProof System</li> <li>✓ 16 Place Settings (SC)</li> <li>✓ 13 Place Settings (U)</li> <li>✓ 3 Full Spray Arms</li> <li>✓ Alternating Spray Arm Technology</li> <li>✓ Variable Professional Pump</li> </ul> |   |           |           | <ul style="list-style-type: none"> <li>✓ Auto Load Recognition</li> <li>✓ Energy Star Qualified</li> <li>✓ Clean Air Dry Fan</li> <li>✓ Comfort Close Door</li> <li>✓ DetergentAgent</li> <li>✓ Clean Touch Steel (SF)</li> </ul> |  |
| 21499861USA                                       | G4998 Vi       | \$1,199 | Panel Ready W/Basket                            |   |   |           |           |   |  |
| 21499863USA                                       | G4998 Vi SF    | \$1,299 | Pre-finished Stainless Steel W/Basket           |   |   |           |           |   |  |
| 21499862USA                                       | G4998 SCVi     | \$1,299 | Panel Ready W/3D Cutlery Tray                   |   |   |           |           |   |  |
| 21499864USA                                       | G4998 SCVi SF  | \$1,399 | Pre-finished Stainless Steel W/3D Cutlery Tray  |   |   |           |           |   |  |
| <b>CRYSTAL (45dBA)</b>                            |                |         |   |   |   |           |           |   |  |
| Front Control Models                              |                |         |   | 2-QuickIntenseWash  | Quick program for normal soiled dishware            | 0:58      | 149°      | 0:10  |  |
| 21662527USA                                       | G6625 U        | \$1,699 | Stainless Steel W/Basket                        | 6-China & Crystal   | Temperature sensitive for glassware                 | 2:03      | 113°      | 1:30  |  |
| 21662537USA                                       | G6625 SCU      | \$1,799 | Stainless Steel W/3D+ Cutlery Tray              | OPTIONS   | = CLASSIC PLUS 3D                                   |           |           |   |  |
| Integrated Controls                               |                |         |   | <ul style="list-style-type: none"> <li>✓ CLASSIC PLUS 3D Features AND:</li> <li>✓ Water Softener</li> <li>✓ Perfect GlassCare (Riedel recommendec)</li> </ul>   |   |           |           |   |  |
| 21666562USA                                       | G6665 SCVi     | \$1,699 | Panel Ready W/3D+ Cutlery Tray                  | <ul style="list-style-type: none"> <li>✓ SensorDry</li> <li>✓ 3D+ Cutlery Tray (SC)</li> <li>✓ AutoOpen Drying</li> </ul>   |   |           |           |   |  |
| 21666563USA                                       | G6665 SCVi SF  | \$1,799 | Pre-finished Stainless Steel W/3D+ Cutlery Tray |   |   |           |           |   |  |
| <b>18" DIMENSION SLIMLINE (46 dBA)</b>            |                |         |   |   |   |           |           |   |  |
| Front Control Models                              |                |         |   | 6-Programs as CRYSTAL   |   |           |           |   |  |
| 21472057USA                                       | G4720 SCi      | \$1,499 | ADA 3/4 Panel Ready W/Cutlery Tray              | OPTIONS   | = CLASSIC PLUS                                      |           |           |   |  |
| Integrated Controls                               |                |         |   | <ul style="list-style-type: none"> <li>✓ Water Softener</li> <li>✓ Perfect GlassCare (Riedel recommendec)</li> <li>✓ AutoOpen Drying</li> <li>✓ 10 Place Settings</li> </ul>  |   |           |           |   |  |
| 21478062USA                                       | G4780 SCVi     | \$1,499 | ADA Panel Ready W/Cutlery Tray                  |   |   |           |           |   |  |
| <b>DIMENSION (44 dBA - 40 dBA on Extra Quiet)</b> |                |         |   |   |   |           |           |   |  |
| Front Control Models                              |                |         |   | 7-Extra Quiet   | Extra quiet program for mixed loads                 | 4:28      | 115°      | --  |  |
| 21674534USA                                       | G6745 SCU BL   | \$1,899 | Black Front W/3D+ Cutlery Tray                  | 8-Clean Machine   | Cleans dishwasher & eliminates odors                | 2:11      | 167°      | --  |  |
| 21674536USA                                       | G6745 SCU WH   | \$1,899 | White Front W/3D+ Cutlery Tray                  | 9-Grates & Filters  | Clean Miele grates and hood filters                 | 3:25      | 167°      | 2:19  |  |
| 21674537USA                                       | G6745 SCU      | \$1,999 | Stainless Steel W/3D+ Cutlery Tray              | Short (Reduce cycle time up to 50%)   |   |           |           |   |  |
| Integrated Controls                               |                |         |   | FlexiTimer (Set cycle start/end time)   |   |           |           |   |  |
| 21678562USA                                       | G6785 SCVi     | \$1,899 | Panel Ready W/3D+ Cutlery Tray                  | Extra Economical (Reduce energy by -20%)  |   |           |           |   |  |
| 21678563USA                                       | G6785 SCVi SF  | \$1,999 | Pre-finished Stainless Steel W/3D+ Cutlery Tray | ✓ Features as CRYSTAL   |   |           |           |   |  |
| <b>LUMEN (42 dBA - 38 dBA on Extra Quiet)</b>     |                |         |   |   |   |           |           |   |  |
| Front Control Models                              |                |         |   | 10-Energy Saver   | Normal program using no additional heat             | 2:00      | 115°      |   |  |
| 21683557USA                                       | G6835 SCi      | \$2,099 | 3/4 Panel Ready W/3D+ Cutlery Tray              | 11-Economy  | Program with long soak time and low temp            | 3:25      | 129°      | 2:15  |  |
| Integrated Controls                               |                |         |   | 12-SensorWash   | Controls cycle automatically based on load          | 1:46-3:33 | 113°-149° | 2:20  |  |
| 21688062USA                                       | G6880 SCVi K2o | \$2,299 | ADA K2o Panel Ready W/3D+ Cutlery Tray          | OPTIONS   | Extra Dry (Guaranteed dry-even glasses and plastic) |           |           |   |  |
| 21687562USA                                       | G6875 SCVi     | \$2,199 | Panel Ready W/3D+ Cutlery Tray                  | = DIMENSION AND:  |   |           |           |   |  |
| 21687563USA                                       | G6875 SCVi SF  | \$2,299 | Pre-finished Stainless Steel W/3D+ Cutlery Tray | Intensive Lower Basket (Extra cleaning power in lower basket)   |   |           |           |   |  |
| 21688562USA                                       | G6885 SCVi K2o | \$2,299 | K2o Panel Ready W/3D+ Cutlery Tray              | <ul style="list-style-type: none"> <li>✓ Features as DIMENSION AND:</li> <li>✓ BrilliantLight</li> <li>✓ Miele@Mobile</li> <li>✓ Knock2open (G6880/G6885)</li> <li>✓ EcoTech Heat Exchanger</li> </ul>  |   |           |           |   |  |
| <b>DIAMOND (42 dBA - 38 dBA on Extra Quiet)</b>   |                |         |   |   |   |           |           |   |  |
| Front Control Models                              |                |         |   | 13-Tall Items   | Large bulky items-Remove top rack                   | 1:49      | 149°      | --  |  |
| 21693557USA                                       | G6935 SCi      | \$2,899 | 3/4 Panel Ready W/3D+ Cutlery Tray              | 14-Glass No Rinse Aid   | Glassware without Rinse Aid (Wine/Beer)             | 1:06      | 104°      | --  |  |
| Integrated Controls                               |                |         |   | OPTIONS   | Soak (Soak dishware with dried on soiling)          |           |           |   |  |
| 21698762USA                                       | G6987 SCVi K2o | \$3,099 | K2o Panel Ready W/3D+ Cutlery Tray              | = LUMEN AND:  |   |           |           |   |  |
|   |                |         |   | Pre-Rinse (Improved cleaning at the start of the program)   |   |           |           |   |  |
|   |                |         |   | <ul style="list-style-type: none"> <li>✓ Features as LUMEN AND:</li> <li>✓ Time Control LED Indicator (G6987)</li> <li>✓ SensorTronic Controls (G6935)</li> <li>✓ Touch on Metal Sensor Buttons (G6987)</li> </ul>  |   |           |           |   |  |
|   |                |         |   | U = Front Control Pre-finished SC = Cutlery Tray K2o = Knock to Open<br>SF = Pre-finished Clean Touch Steel Front Panel<br>Vi = Panel & Handle Ready SCi = 3/4 Panel Ready  |   |           |           |   |  |



\*Values based on hot water connection and these will vary based on load and user  
 \*Discontinued as per 3/28/2019 or when inventory runs out

# Miele Laundry and Fabric Care

## Overview of Laundry Facts

- The average load of laundry in the US is 7-11lbs, Miele's compact laundry holds 15-18lbs of laundry.
  - It's only considered compact because of the size of the unit, not the capacity.
- To put into comparison the following weights 10bs:
  - 7 pairs/sets of underwear, 7 pairs of socks, 5 short-sleeve T-shirts, 2 long-sleeve shirts, 1 sweatshirt or sweater, 2 pairs of jeans or 4 pairs of shorts, 1 sheet set, 1 bath towel
- All units are 120v
  - 220v to 120v adapter that has two 110v plug for converting

## Washers – W1

### Model Facts

- Automatic Load Control
  - The smaller the load, the lower the water and power consumption, completely automatic.
  - Great for the environment and saves the user money.
- Has a stainless steel inner and outer drum – no plastic.
  - Plastic can chip and create areas where mold and bacteria grow
- Enameled front for full protection
  - The enamel housing is scratch, acid and corrosion resistant and is easy to clean.
- Automatic Protection System
  - Monitors the water intake, detects leakages and water in the drip tray.
    - Leak Protection - has a built-in sump for collecting water in the base of the machine, plus overflow protection to ensure that the machine never takes on too much water. When the washer detects excess water, a drain pump is automatically activate to safely pump away the extra water.
- Honeycomb Drum
  - Front loading due to saturation cleaning better than submersion
  - Drum creates an ideal filming setup where there is a thin layer of water continually separates the clothing from the drum
  - Helps immensely with the extraction of soil from clothing
  - Rotates at up to 1600 RPMs
- AutoClean Detergent Draw
  - Water is jetted through the drawer to ensure all detergent is used and drawer is left clean
  - Does not increase water consumption
- CapDos Washing
  - This allows for special treatment of your garments using specifically formulated capsules, each premeasured for precise cleaning power. Ingredients are released into the washing drum at the perfect time during the wash cycle for maximum effect.
- One of the quietest washing machines on the market
  - Sensors that prevent slurping noise when draining
  - Additional insulating mats to absorb noise
  - Horizontal and vertical depressions in side panel to lock washer in place to improve stability

## **TwinDos - Only On WWH660 & WWH860**

- A system that releases cleaning product in a sequenced order specific to each individual wash for optimal cleaning results
  - A two phase, automatic wash system
    - Phase 1: realizes Miele's 6 enzyme formula into the clothing and acts like the wrecking ball to remove soil from the clothing
    - Phase: a peroxide based formula that comes in and acts as the clean-up crew to finish off the process
- TwinDos also dispenses with such precision that you can save up to 30 % on detergent when compared to manual dispensing.
- Averages about 3 months of washes per a detergent container

## **SoftSteam – Only On WWH660 & WWH860**

- Reduces the need for ironing by up to 50%.
- At the end of the wash portion of the cycle, the program starts and laundry is tumbled inside the moist, warm drum, which has a smoothing effect that decrease wrinkles.

## **QuickIntenseWash – Only on WWH860**

- Achieves high-level cleaning performance in under an hour

## **Dryers – T1**

- AutoSense – senses moisture and adjust each program's length and intensity
- Honeycomb Drum
  - Creates an air cushion between the drum wall and the laundry.
  - Cushions the laundry and ensures gentle fabric care for perfect drying results
  - Longitudinal Air Flow - heated air is passed through the drum parallel to the drum axis.
    - The laundry which is lifted by the drum ribs can then use the air flow particularly effectively as it falls to the bottom of the drum and so dries much more quickly and evenly.
  - To prevent laundry from becoming tangled and ensure even drying, the dryer control changes the rotation direction of the drum at irregular intervals. A powerful and economical motor lays the foundations for crease-free, uniform, and beautifully dried laundry.
- Heat Pump Drying System - a ventless, closed air circuit that dehumidifies the air
  - Works by taking the air from the drum, cooling the air which sheds its moisture then is reheated and recirculated back through the drum constantly reusing the same air
  - Air Recycling Plus - since the heat-pump dryer actively heats and cools the air circulating through the drum, it can achieve quick and uniform drying without relying on high temperatures. Traditional dryers have to heat ambient air to high temperatures to reach similar results.
  - Minimal moisture escapes the system back into the room
  - Reduces energy usage and operating costs up to 60%. EnergyStar Most Efficient rated.
  - Comfort: Air circuit doesn't exhaust hot, moist air, keeping the room cool and comfortable.
  - Quiet: The air circuit reuses the air, without the need for external ducting, reducing noise.
  - Doesn't allow the machine to mistake hot for dry. Competitors get hot but clothes can be hot and still damp.

- Fast cycle times: Conventional dryers require longer cool-down periods. Heat pump drying times are comparable to condenser dryers, as low as 32 minutes with small loads. Also worth noting is condenser dryers become less efficient as they rely on cool air drawn in from the room to cool the condenser unit.
- Anti-Crease - If you cannot remove your laundry immediately after the program has finished, Anti-crease ensures that the laundry is loosened at regular intervals and does not crease.
- PerfectDry
  - One whole fin acts as the positive sensor while the drum acts as the negative sensor
    - This allows for the dryer to constantly be aware of the level of dryness in the unit and prevents clothes from not being dry in the middle and having to put the dryer on an additional cycle

## Chemicals

- Miele detergent is the only detergent with all six stain removal enzymes in existence.
  - We use the highest quality enzymes
  -
- FragranceDos
  - Allows you to use the specially formulated Miele fragrances to freshen up your laundry.
  - FragranceDos pod attaches to the holder on the front of the dryer.
  - Miele fragrances are produced by South France's MANE family, a dynasty with a rich history of creating fragrances and essential oils since 1871.

## W1 Washing Machines

WWB 020 WCS



**Features:**

- HoneyComb drum (2.26 ft<sup>3</sup> capacity; 17.6 lbs.)
- 12 Wash Programs
- CapDosing
- DirectSensor User Interface
- Add laundry feature
- EnergyStar
- Good Housekeeping Seal
- Delayed Start and countdown indicator

WWF 060 WCS



**Features:**

All features above plus

- ComfortSensor User Interface
- SoftSteam
- WiFiConn@ct and Mobile Control
- 5 additional wash programs
- Eco feedback indicator

WWH 660 WCS



**Features:**

All features above plus

- 4 additional wash programs
- TwinDos 2-phase automatic dispensing detergent system
- Chrome trim door

WWH 860 WCS



**Features:**

All features above plus

- 1 additional wash program: QuickIntenseWash
- SingleWash option

|                  |                                 | WWB 020 WCS<br>11WB0201USA<br>EAN/UPC:<br>4002516117605<br>UMRP/MAP: \$1,199<br>Retail: \$1,399 | WWF 060 WCS<br>11WF0605USA<br>EAN/UPC:<br>4002515830444<br>UMRP/MAP: \$1,499<br>Retail: \$1,699 | WWH 660 WCS<br>11WH6605USA<br>EAN/UPC:<br>4002515830451<br>UMRP/MAP: \$1,799<br>Retail: \$1,999 | WWH 860 WCS<br>11WH8605USA<br>EAN/UPC:<br>4002515830468<br>UMRP/MAP: \$1,999<br>Retail: \$2,199 |
|------------------|---------------------------------|---|---|---|---|
| Programs         | Normal                          | .   | .   | .   | .   |
|                  | Wrinkle-free                    | .   | .   | .   | .   |
|                  | Delicates                       | .   | .   | .   | .   |
|                  | Sanitize                        | .   | .   | .   | .   |
|                  | Handwash                        | .   | .   | .   | .   |
|                  | Dress Shirts                    | .   | .   | .   | .   |
|                  | Express                         | .   | .   | .   | .   |
|                  | Darks/Denims                    | .   | .   | .   | .   |
|                  | Extra White                     | .   | .   | .   | .   |
|                  | Outdoor                         | .   | .   | .   | .   |
|                  | Proofing                        | .   | .   | .   | .   |
|                  | Drain/Spin                      | .   | .   | .   | .   |
|                  | Quick Rinse                     |   | .   | .   | .   |
|                  | Table Linen / Drapes            |   | .   | .   | .   |
|                  | Sportswear                      |   | .   | .   | .   |
|                  | Woolens                         |   | .   | .   | .   |
|                  | Silks                           |   | .   | .   | .   |
|                  | Baby Clothes                    |   |   | .   | .   |
|                  | Towels                          |   |   | .   | .   |
|                  | Downs                           |   |   | .   | .   |
| Pillows          |                                 |   | .   | .   |   |
| QuickIntenseWash |                                 |   |   | .   |   |
| Wash Options     | Heavy / Normal / Lightly Soiled | .   | .   | .   | .   |
|                  | Pre-Wash                        |   | .   | .   | .   |
|                  | ExtraRinse                      |   | .   | .   | .   |
|                  | Soak                            | .   | .   | .   | .   |
|                  | Buzzer                          | .   | .   | .   | .   |
|                  | Gentle                          |   | .   | .   | .   |
|                  | Anti-Crease                     | .   | .   | .   | .   |
|                  | SoftSteam                       |   | .   | .   | .   |
|                  | SingleWash                      |   |   |   | .   |



**WTV502 W1/T1 Stacking Kit**

Item Number: 09256140  
UMRP/MAP Price: \$89  
Retail Pricing: \$89



**WTV512 W1/T1 Stacking Kit with Drawer**

Item Number: 09351790  
UMRP/MAP Price: \$249  
Retail Pricing: \$299



**WTS510 W1/T1 Laundry Stand**

Item Number: 12996075D  
UMRP/MAP Price: \$499  
Retail Pricing: \$549



**Adaptor NEMA 15-30**

Item Number: 10983750  
UMRP/MAP: \$49  
Retail Pricing: \$59

# W1\* Cleaning Essentials

Perfect Laundry Care for Optimal Cleaning Results



| PRODUCT                | DESCRIPTION   | RETAIL  | ITEM NUMBER | EAN NUMBER    | SIZE                |
|------------------------|---|---------|-------------|---------------|---------------------|
| UltraPhase 1           | TwinDos premium detergent for colors and whites         | \$18.99 | 10803670    | 4002515954041 | 1.5 L               |
| UltraPhase 2           | TwinDos premium hydrogen peroxide bleaching agent       | \$18.99 | 10803750    | 4002515953860 | 1.5 L               |
| UltraPhase 1 Sensitive | Free of fragrances, colorants, or optical brighteners   | \$22.99 | 10923660    | 4002516020349 | 1.44 L              |
| UltraPhase 2 Sensitive | Free of fragrances, colorants, or optical brighteners   | \$22.99 | 10923680    | 4002516020561 | 1.44 L              |
| TwinDosCare            | TwinDos cleaning agent                                  | \$14.99 | 10563710    | 4002515787144 | 1.5 L               |
| Woolcare Capsules      | single use specialty detergent for wool/silk            | \$9.99  | 10755570    | 4002515958032 | 9 capsules (cycles) |
| UltraDark Capsules     | single use specialty detergent for darks                | \$9.99  | 10755680    | 4002515958254 | 9 capsules (cycles) |
| Sport Capsules         | single use specialty detergent for sportswear           | \$9.99  | 10756450    | 4002515958117 | 6 capsules (cycles) |
| DownCare Capsules      | single use specialty detergent for down items           | \$9.99  | 10756370    | 4002515958414 | 6 capsules (cycles) |
| Outdoor Capsules       | single use specialty detergent for outdoor items        | \$9.99  | 10757030    | 4002515958193 | 6 capsules (cycles) |
| Booster Capsules       | single use to be used for highly soiled items           | \$9.99  | 10755980    | 4002515957974 | 6 capsules (cycles) |
| ImpraProtect Capsules  | single use for waterproofing synthetic textiles         | \$19.99 | 10757720    | 4002515958650 | 3 capsules (cycles) |
| Aqua Capsules          | single use fabric softener for long lasting fresh scent | \$8.99  | 10755290    | 4002515957776 | 9 capsules (cycles) |
| Cocoon Capsules        | single use fabric softener for long lasting fresh scent | \$8.99  | 10755520    | 4002515957899 | 9 capsules (cycles) |
| Nature Capsules        | single use fabric softener for long lasting fresh scent | \$8.99  | 10755460    | 4002515957837 | 9 capsules (cycles) |

\*Check model for compatibility

# T1 Heat-pump Dryers

**TWB120 WP****Features:**

- Heat-pump dryer (ventless)
- Honeycomb drum (4.03 ft<sup>3</sup> capacity)
- 12 programs with Express cycle
- PerfectDry sensor technology
- FragranceDos
- Quiet operation
- EnergyStar Most Efficient
- Up to 60% energy savings vs. traditional condenser dryers
- Delayed start and countdown indicator
- 120 V 15 AMP; connection flexibility
- DirectSensor user interface
- Door: White, solid finish
- Good Housekeeping Seal

**TWF160 WP****Features:**

All features above plus

- WiFiConn@ct and Mobile Control
- Eco Feedback indicator
- 4 additional programs

**TWI180 WP****Features:**

All features above plus

- ComfortSensor user interface
- Door: Glass door with Chrome trim
- SteamFinish
- 2 additional programs

|           |                     | TWB 120 WP<br>12WB1202USA<br>EAN/UPC:<br>4002516068334<br>UMRP/MAP: \$1,199<br>Retail: \$1,399 | TWF 160 WP<br>12WF1602USA<br>EAN/UPC:<br>4002515837290<br>UMRP/MAP: \$1,499<br>Retail: \$1,699 | TWI 180 WP<br>12WI1802USA<br>EAN/UPC:<br>4002515837467<br>UMRP/MAP: \$1,899<br>Retail: \$2,199 |
|-----------|---------------------|--|--|--|
| Programs  | Normal              | .  | .  | .  |
|           | Wrinkle-free        | .  | .  | .  |
|           | Delicates           | .  | .  | .  |
|           | Smoothing           | .  | .  | .  |
|           | Woolens/Silks       | .  | .  | .  |
|           | Dress Shirts        | .  | .  | .  |
|           | Express             | .  | .  | .  |
|           | Denims              | .  | .  | .  |
|           | Outdoor             | .  | .  | .  |
|           | Proofing            | .  | .  | .  |
|           | Bed Linens          | .  | .  | .  |
|           | Time Dry            | .  | .  | .  |
|           | Table Linens/Drapes |  | .  | .  |
|           | Cold Air            |  | .  | .  |
|           | Basket              |  | .  | .  |
|           | Pillows             |  |  | .  |
|           | Sportswear          |  | .  | .  |
| SoftSteam |                     |  | .  |  |
| Options   | Anti-crease         | .  | .  | .  |
|           | Gentle              | .  | .  | .  |
|           | Buzzer              | .  | .  | .  |
|           | Freshen up          |  | .  | .  |



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Retail Pricing: \$299



**WTS510 W1/T1 Laundry Stand**

Item Number: 12996075D  
UMRP/MAP Price: \$499  
Retail Pricing: \$549



**TRK 555 Dryer Basket**

Item Number: 9614800  
UMRP/MAP: \$79  
Retail Pricing: \$79



**Adaptor NEMA 15-30**

Item Number: 10983750  
UMRP/MAP: \$49  
Retail Pricing: \$59

## T1 Cleaning Essentials

Perfect Laundry Care for Optimal Cleaning Results



| PRODUCT        | DESCRIPTION   | RETAIL  | ITEM NUMBER | EAN NUMBER    | SIZE                       |
|----------------|---|---------|-------------|---------------|----------------------------|
| Aqua Flacons   | Fragrance pods for tumble dryers – for long-lasting fragrance – fully automatic | \$14.99 | 10813390    | 4002515959138 | 1 pod/ (Approx. 50 cycles) |
| Cocoon Flacons | Fragrance pods for tumble dryers – for long-lasting fragrance – fully automatic | \$14.99 | 10813430    | 4002515959145 | 1 pod/ (Approx. 50 cycles) |
| Nature Flacons | Fragrance pods for tumble dryers – for long-lasting fragrance – fully automatic | \$14.99 | 10813410    | 4002515959169 | 1 pod/ (Approx. 50 cycles) |

# Miele Pro Ranges

## Development

- People say Miele isn't a good pro range because they've only been in the market for five years.
  - Miele took nine years to develop the range including 67 forums in NYC in which pro range prototypes were flown in, tested, reviewed, flown back to Germany, assessed and then start the process over for the next prototype.
  - Each pro range is handmade and signed
  - Released a revolutionary range – before us who had:
    - Full motorized control panel with electronics
    - Individual back lid LED knobs
    - Soft open and close door

## Miele Pro Ranges Build

- Outside Structure
  - Ranges breath from the front
    - Allows sides to stay cool
  - Can be mounted flush or proud
  - Clean Touch Steel on the front with stainless steel on the top
    - There are no seams or screw heads that are visible
- Top of the Stove
  - The porcelain stove top has an upward lip that prevents food and liquid from going into the internal parts of the stove
  - Has a recessed ignitor that is great for when cleaning, no way to catch and bend or ruin the ignitor, this prevents the annoying constant tick tick tick.
- Burners
  - Has a conical shape with a 45 degree angle cut in the top
    - This allows for a seamless transition between high heat and a simmer. When simmering the flame focuses in and rolls over the burner head.
  - This allows two flames ports on each that is controlled by a single valve.
  - Concentrated heat – heat doesn't create hot and cold spots around the burner
- Knobs & Panel
  - Are made to never wear out
    - Made from one single piece of zinc steel which is self-lubricating
    - Info on knobs is etched so writing will never wear down
    - Don't sell replacement knobs because we don't need to
    - You can feel the levels of flame by turning the knob
  - Our control panel on our M Touch board has a slip panel and has been tested with over 100,000 times being opened and then slammed back in.
- Grates
  - Designed so that you can move pots front to back with no tripping
  - Silicone caps to never damage your counter
  - When places on stove it becomes part of the unit
  - Dishwasher safe with a specific Miele cycle on select dishwashers
- Door
  - Open and soft close on all doors
  - One of the largest viewing areas

- Inside the Range – See Ovens
  - Has a crumb tray that goes across the bottom of the door opening to catch any debris that maybe fall near the door – customers love this
  - On our M Touch model the probe is wireless with four sensors
  - Only oven on the market with two valves for closing off the gas line when you are done cooking. Traditional bi-metal valve and an electro valve that closes immediately when finished cooking.
  
- Self-Cleaning
  - All Miele ranges are self-cleaning up to 1000 cycles
  - Minimal heat escapes the cavity and does not effect cabinets
  - We make our own oven racks from glass infused chrome, this is what gives them the rainbow reflection. They can take extremely high heat and clean very easily.
  - CleanAir Catalyzer
    - Grease and odors are removed from cooking vapors. This prevents grease deposits on furniture, walls and curtains.
    - Can be easily activated and deactivated during cooking and self-cleaning.
  
- MasterChef
  - Invented food driven cooking systems
  - Intuitive approach of actually detecting stages and doneness and adjusting as needed.
  - Guides you through over 100 easy-to-use programs for items such as baked goods, pizza, turkey, fish and much more.
  - Menu options that guide you step-by-step to the desired oven mode and temperature to create the perfect dish.
  - Most brands systems just pick a time and temperature to cook at. Miele’s uses sensors
  
- True to ANSI specifications other brands are not or ignore them

**Boiling and Simmering – by Review.com**

|                        |  |
|------------------------|--|
|                        | <b>Miele HR1924</b>  |
| <b>High Output</b>     | High BTU: 19,500<br>Min to Boil: 4:37                      |
| <b>Simmer Function</b> | Low BTU: 695<br>Low Temp: 115 degrees<br>Type: True simmer |

**Preheating Time to 350 – by Review.com**

|             |                     |
|-------------|---------------------|
|             | <b>Miele HR1924</b> |
| <b>Bake</b> | 6:20                |

**Miele’s Griddle**

- Made from cold rolled steel.
- Holds heat and a consistent and constant temperature on the whole griddle.
- Sandwich lids provide a unique feature to cover unused burners while using the griddle, this allows cleanup to be extremely easy.

# Miele Ovens

## Pairing Ovens Looks and Model #s

- Two fleets: **Contour and PureLine**
  - If you stay within the fleet everything will always match
  - Four colors: Clean Touch Steel, Brilliant White, Obsidian Black & Graphite Grey
- Singular logic: consistent operational platform across products
  - Direct Select: traditional knobs
  - SensorTronic: ATM style, touch pad
  - M Touch: smart technology, tested against an iPhone for responsiveness
    - iPhone: 50% after 2 years
    - M Touch: 5% after 20 years
    - Compare to a Wolf M and watch the difference
- **How to make sense of model numbers** – relating to second digit

|       | <b>Contour</b> | <b>PureLine</b> |              |
|-------|----------------|-----------------|--------------|
| Smart | 7              | 8               | M Touch      |
| ATM   | 5              | 6               | SensorTronic |
| Knob  | 1              | 2               | DirectSelect |
|       | Odd            | Even            |              |

## Twin Heat Convection

- Miele has two fans that operate uniquely
  - The fans never push air only pulls it – when air is pushed it moves flavors around the oven chamber and can cross them, when air pulls it doesn't allow for flavors to mix
- Miele's fans never stop, this keeps a consistent temperature throughout the whole oven
  - Think about Italian dressing, when you leave the bottle around it separates, when you shake the bottle all the ingredients come back together. Miele ovens are a constantly shaken bottle.
- Competitors' ovens have a sweet spot of about between a volley and basketball size area. In a Miele oven the whole oven is the sweet spot. If you filled each rack with cookies, no matter where you place the tray or how many trays are in there they will all come out the same.
- Can preheat up to twice as fast as competitors.

## Construction of the Oven

- Miele makes its own oven cavity and porcelain that covers the cavity
- Miele is the top rated for how many cleaning cycles it can handle.
  - Entry level oven: 20-25 cycles
  - Pro level oven: 50-53 cycles
  - Miele oven: 1000 cycles, over 20x the closest competitor
- Electronics will never burn during this process because they are independently insulated and cooled on both sides.
- Our self-cleaning is truly self-cleaning and you can keep the racks in while it's cleaning.
- We make our own oven racks from glass infused chrome, this is what gives them the rainbow reflection. They can take extremely high heat and clean very easily.
- The H6281BP is the same oven but without the glass infused racks.

## MasterChef

- Miele invented food driven cooking systems
- MasterChef is an intuitive system that allows someone to let the appliance do the work of cooking a perfect food item.
  - Most brands systems just pick a time and temperature to cook at. Miele's uses a more intuitive approach of actually detecting stages and doneness and adjusting as needed.

## Steam Ovens

- Miele uses an external steam generator.
  - Internal models allow moisture to get on the food, ruining flavor and altering cooking.
  - Preheats with your food in the oven.
- Electronic Climate Control – creates an ideal microclimate: the climate sensor ensures perfect cooking results
- MultiSteam - constantly regulates water amounts and has eight steam entry points (six on the combi) which allows for consistent and accurate cooking.
- Miele has the most powerful steam oven on the market
  - Preheats quicker
  - Removes oxygen from the oven chamber quicker
- Comes with Menu Cooking and MasterChef
  - Menu Cooking allows you to choose up to three items you would like to cook and the oven senses and tells you when to put each item in the oven at the proper time.
  - The most versatile cooking appliance
    - Best system for reheating food – freshly cooked flavor in 5 mins
    - Allows for sous vide cooking – need to be vacuum sealed
    - HumidityPlus – a special baking program for pastries
    - Cooks boiled eggs to soft, medium or hard
    - Skins tomatoes, almonds, etc in 4 mins
    - Can disinfect baby bottles in 15 mins
- Has a broiler on CombiSet
- Has a keep warm function that can keep food warm for 15 mins without changing its cooked state
- Steam Reduction – safely open the door and steam will not bellow out
- Easy cleaning after cooking
  - No limescale build up due to external steam generation
  - Automatic descaling program with display controlled instructions
- Model # ending in 5 is a plumbed unit – true for coffee as well

## Speed Ovens

- Three ovens in one
  - Microwave – 1000 watt
  - Oven – full oven functionality
  - Combi
- This often becomes the primary oven because of all it can do.
- Easy cleaning after cooking
  - Stainless steel cabinet with PerfectClean finish
  - Scratch resistant, linen-weave pattern is very robust and easy to clean

- MasterChef combines cooking methods and knows when to activate each to get a perfect cook. On average the cooking time is about 1/3 quicker.
  - Has a roast probe to be able to assist with accuracy
  - Has multiple cook modes with broiler
  - Can be used to bake, defrost and reheat
- Comes in 24" and 30" – trim kit available

**Oven Comparison Chart – as you move up in the line you gain all the previous features plus the new ones**

| <b>Direct Select Ovens</b> | <b>SensorTronic Ovens</b>   | <b>M Touch Ovens</b>          |
|----------------------------|-----------------------------|-------------------------------|
| Twin Fan System            | MasterChef (100+ programs)  | MasterChef Plus (40 programs) |
| 7 Cooking Modes            | 10 Additional Cooking Modes | MoisturePlus                  |
| Self Cleaning              | Residual Heat Utilization   | MyMiele                       |
| Clean Touch Steel          | Favorites                   | Wireless Roast Probe          |
| CleanGlass Door            | Roast Probe - wired         | Remote Vision Capable         |
| Halogen Lights             | Additional Wire Rack        | Additional Telescopic Rack    |
| Cool Front                 | Grilling/Roasting Insert    | Perforated Baking Tray        |
| Safety Shutoff             |                             |                               |
| Child Lock                 |                             |                               |
| Timers                     |                             |                               |
| Delay Start                |                             |                               |

# Miele Cooling

- Miele has two segments of cooling
  - MasterCool – joint venture with BSH where we share a skeleton and nothing else, BSH does not make Miele cooling systems
  - PerfectCool – partnership with Liebherr
- All Miele has self-cleaning coils. There is no need to vacuum out the coils regularly like other brands. This is due to the extremely high air flow speed over the coils.
- DynaCool – ensures an even temperature throughout the entire cooling cabinet, doesn't matter which level your food is stored because conditions are the same throughout

## MasterCool – built in systems

- Three key features
  - Precise temperature control – prevents there from being a variance of temperature in the unit
  - Proper humidity – keeps the humidity in the different parts of the unit ambient and focused to the specified food item
  - Effective air circulation – air moves fully around the unit cooling every spot evenly including the door
- **Fridge** - keeping food fresh for the longest period of time possible
  - *Dual Compressor System*: a dedicated cooling system is responsible for each compartment, guaranteeing the refrigerator and freezer, even if they are housed together, do not exchange air
  - *SmartFresh Drawers* – using smart electronics food is stored in individual micro-climates where the temperature is approximately 32° F and the humidity is optimally adapted for each type of food. Your food - especially fruit and vegetables to stay fresh for longer
  - Miele fridges lowest temperature is 36 degrees, this is because any lower and pockets of cold can form based off of product grouping which will ruin the food and cause it to drop below 32 degrees
  - There are no air filters to replace
  - Miele developed an environment approach to regulating and keeping the air pure while in the units
- **Freezer** – getting food cold quickly to keep it fresh
  - Super lets the freezer to go down to -22 degrees for a 52 hour period which allows for flash freezing to occur.
  - The freezer traditional is set at -11 degrees
  - *NoFrost* - prevents the formation of ice on cabinet surfaces. This allows drawers to be opened and closed without ice formation causing an obstruction.

## PerfectCool – comes in different sizes, different prices

- Fit in a cabinet, certain models can be freestanding
- Don't need a merger kit because they vent out the back
- Super goes all out for 24 hours, can drop temp to -27

# Miele Coffee Systems

- Miele was the inventor of built in coffee.
  - We are on our seventh generation while others are on their first.
  - Countertop models are also available with all the same features.
- Built with a burr grinder which has a conical grinder (cone shaped) which is far superior to a blade.
- Comes in-both M Touch and DirectSensor.
- Motorized head allows for coffee to pour closer to the cup allowing less time exposed to air which keeps it from cooling and taste from altering.
- Units are made and tested to brew 20,000 cups of coffee.
- Milk unit is glass oppose to plastic because milk stays fresher longer in glass.
- Cleaning these units regularly is very important.
  - Milk lines should be cleaned every 3-4 days.
  - Descaling will be prompted and takes about 16 mins to complete with a 1 min of human interaction.
  - Empty used grounds container regularly to prevent from molding.