

Miele

Sales Training Guide



Miele Consumer Line

1-888-996-4353 or 1-888-99-MIELE

Dealer Services Number:

800.999.3790

Dealer Service Email:

dealerservicesappliances@mieleusa.com

Technical Department:

800.999.1360

Parts Dept.:

800.999.1360 (option2, option1)

Service Dept. Email:

technicalservice@mieleusa.com

In-Home/On-Site Technical Support:

888.529.8790

Return Dept. Number:

800.666.0486

Return Dept. Email:

rdept@mieleusa.com

Miele Website:

www.mieleusa.com

Promotions Link:

mieleusa.com/domestic/promotions-304.htm

Miele Rebates Link:

mielerebates.com/

Marketing:

Mieleappliancecare.com – this can be accessed when you log into Miele Dealer Net – the link is on the right hand side of the main screen

Table of Contents

Page 1 – Miele Company Overview

Pages 2-4 – Pro Ranges

Pages 5-8 – Dishwashers

Pages 9-16 – Laundry

Pages 17-23 – Ovens – Convection, Steam & Speed

Pages 24-25 – Cooling – Refrigeration & Wine

Page 26 – Coffee Systems

Page 27 – One Sheeter of “Why Miele?”

Sales Training Guide

Company Overview

What is Miele?

- Get what you pay for, this translates 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 as 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 to the coating not being even
-

Sales Training Guide

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
-

Sales Training Guide

- 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
- Safety
 - True to ANSI specifications other brands are not or ignore them
 - Dual value on the gas line – bi-metal valve and magnetic valve

Boiling and Simmering 6 Cups of Water – by Review.com

	Miele HR1924
High Output	High BTU: 19,500 Min to Boil: 4:37
Simmer Function	Low BTU: 695 Low Temp: 115 degrees Type: True simmer

Preheating Time to 350 – by Review.com

	Miele HR1924
Bake	6:20

Sales Training Guide

Griddle & Covers

- 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.
-

Sales Training Guide

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 perform 7500 cycles or about 20.7 years' worth of washing. The next closest competitor is 3500 or 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
-

Sales Training Guide

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
-

Sales Training Guide Dishwasher Cheat Sheet

Item	Model	UMRP	Description	Programs	TIME*	TEMP*	SHORT*	
CLASSIC (46 dBA)				Promotional SKU - Programs & Features as Classic Plus 3D Without Express Program (Standard Cutlery Tray-NOT 3D)				
Front Control Models								
21422837USA	G4228 SCU	\$999	Pre-finished Stainless Steel Cutlery Tray					
				2-Normal	Regular use program	2:00	154°	--
CLASSIC PLUS (46 dBA)								
Fully Integrated Controls				Promotional SKU - Programs & Features as Classic Plus 3D (Standard Cutlery Tray-NOT 3D)				
21497763USA	G4977 Vi SF	\$1,099	Pre-finished Stainless Steel Basket					
21497764USA	G4977 SCVi SF	\$1,199	Pre-finished Stainless Steel Cutlery Tray					
CLASSIC PLUS 3D (46dBA)								
Front Control Models				1-Normal	Sensor-controlled for normal wash	2:00	140°	1:40
21494834USA	G4948 SCU BL	\$1,299	Black Front W/3D Cutlery Tray	2-Express	Quick program for light-soiled dishware	0:46	109°	0:31
21494836USA	G4948 SCU WH	\$1,299	White Front W/3D Cutlery Tray	3-Pots & Pans	Maximum cleaning performance	3:07	167°	1:52
21494837USA	G4948 SCU	\$1,399	Stainless Steel W/3D Cutlery Tray	4-SaniWash	Sanitize dishware	2:31	156°	--
				5-Rinse & Hold	Rinse program with pre-wash only	0:14	124°	--
				2 OPTIONS	Delay Start (Up to 24hrs in advance)			
				Short (Reduce cycle time from 30% to 50%)				
Fully Integrated Controls								
21499362USA	G4993 SCVi	\$1,299	ADA Panel Ready 3D Cutlery Tray	✓ Double WaterProof System				✓ Auto Load Recognition
21499861USA	G4998 Vi	\$1,199	Panel Ready W/Basket	✓ 16 Place Settings (SC)				✓ Energy Star Qualified
21499862USA	G4998 SCVi	\$1,299	Panel Ready W/3D Cutlery Tray	✓ 13 Place Settings (U)				✓ Clean Air Dry Fan
21499864USA	G4998 SCVi SF	\$1,399	Pre-finished Stainless Steel W/3D Cutlery Tray	✓ 3 Full Spray Arms				✓ Comfort Close Door
				✓ Alternating Spray Arm Technology				✓ DetergentAgent
				✓ Variable Professional Pump				✓ Clean Touch Steel (SF)
CRYSTAL (45dBA)								
Front Control Models				2-QuickIntenseWash	Quick program for normal soiled dishware	0:58	149°	0:10
21662537USA	G6625 SCU	\$1,799	Stainless Steel W/3D+ Cutlery Tray	6-China & Crystal	Temperature sensitive for glassware	2:03	113°	1:30
				OPTIONS	= CLASSIC PLUS 3D			
Integrated Controls				✓ CLASSIC PLUS 3D Features AND:				✓ SensorDry
21666562USA	G6665 SCVi	\$1,699	Panel Ready W/3D+ Cutlery Tray	✓ Water Softener				✓ 3D+ Cutlery Tray (SC)
21666563USA	G6665 SCVi SF	\$1,799	Pre-finished Stainless Steel W/3D+ Cutlery Tray	✓ Perfect GlassCare (Riedel recommended)				✓ AutoOpen Drying
18" DIMENSION SLIMLINE (46 dBA)								
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				✓ Water Softener				✓ AutoOpen Drying
21478062USA	G4780 SCVi	\$1,499	ADA Panel Ready W/Cutlery Tray	✓ Perfect GlassCare (Riedel recommended)				✓ 10 Place Settings
DIMENSION (44 dBA - 40 dBA on Extra Quiet)								
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				3 OPTIONS				
21678562USA	G6785 SCVi	\$1,899	Panel Ready W/3D+ Cutlery Tray	FlexiTimer (Set cycle start/end time)				
21678563USA	G6785 SCVi SF	\$1,999	Pre-finished Stainless Steel W/3D+ Cutlery Tray	Extra Economical (Reduce energy by -20%)				
				✓ Features as CRYSTAL				
LUMEN (42 dBA - 38 dBA on Extra Quiet)								
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	✓ Features as DIMENSION AND:				
21688562USA	G6885 SCVi K2o	\$2,299	K2o Panel Ready W/3D+ Cutlery Tray	✓ Knock2open (G6880/G6885)				
				✓ EcoTech Heat Exchanger				
				✓ BrilliantLight				
				✓ Miele@Mobile				
DIAMOND (42 dBA - 38 dBA on Extra Quiet)								
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				
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)				
				✓ Features as LUMEN AND:				
				✓ Time Control LED Indicator (G6987)				
				✓ SensorTronic Controls (G6935)				
				✓ Touch on Metal Sensor Buttons (G6987)				
				U = Front Control Pre-finished SC = Cutlery Tray K2o = Knock to Open				
				SF = Pre-finished Clean Touch Steel Front Panel				
				Vi = Panel & Handle Ready Sci = 3/4 Panel Ready				

*Values based on hot water connection and these will vary based on load and user



Sales Training Guide

Clean Touch Steel Dishwasher Panels

<i>Front Panel with Handle</i>			
<i>Integrated (i)</i>	<i>Fully Integrated (Vi)</i>		<i>Slimline</i>
	<i>4" Toekick</i>	<i>6" Toekick (ADA)</i>	<i>4" Toekick</i>
GFV 60/65-14" Toekick 21995335D UMRP/MAP: \$169	GFVi 614/77-1 PureLine 21996078D UMRP/MAP: \$275	GFVi 605/72-1 Profi 21995374D UMRP/MAP: \$295	GFV 45/65-1 Integrated 21995368D UMRP/MAP: \$169
GFV 60/60-16" Toekick 21995332D UMRP/MAP: \$169	GFVi 615/77-1 ContourLine 21996079D UMRP/MAP: \$275	GFVi 609/72-1 Square 21995340D UMRP/MAP: \$295	GFVi 459/77-1 Straight 21995370D UMRP/MAP: \$295
	GFVi 616/77-1 RangePanel 21996290D UMRP/MAP: \$299	GFVi 6010/72-1 Straight 21995456D UMRP/MAP: \$295	GFVi 4510/77 Square 21995459D UMRP/MAP: \$295
	GFVi 605/77-1 Profi 21995375D UMRP/MAP: \$295	GFVi 6011/72-1 Signature 21995458D UMRP/MAP: \$295	GFVi 4511/77-1 Signature 21995460D UMRP/MAP: \$295
	GFVi 608/77-2 Classic 21995376D UMRP/MAP: \$295	GFVi 615/72-1 ContourLine 21996080D UMRP/MAP: \$275	
	GFVi 608/77-2 Classic 21995377D UMRP/MAP: \$295		
	GFVi 609/77-1 Square 21995341D UMRP/MAP: \$295		
	GFVi 6010/77-1 Straight 21995457D UMRP/MAP: \$295		
<i>Front Panel without Handle</i>			
<i>Integrated (i)</i>	<i>Fully Integrated (Vi)</i>		<i>Slimline</i>
	<i>4" Toekick</i>	<i>6" Toekick</i>	
	GFVi 603/77-14" Toekick 21995337D UMRP/MAP: \$295		GFVi 453/77-14" Toekick 21995371D UMRP/MAP: \$295
			GFVi 453/72-1 6" Toekick 21995345D UMRP/MAP: \$295

Sales Training Guide

Laundry Systems

- 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 120v 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
 - Proven by Hohenstien Institute to aid clothing longevity by 4x over traditional washers
 - 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.
-

Sales Training Guide

- 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.
-

Sales Training Guide

- Minimal moisture escapes the system back into the room
- Reduces energy usage and operating costs up to 60%. Energy Star 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 ft³ 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 11WB0201USA EAN/UPC: 4002516117605 UMRP/MAP: \$1,199 Retail: \$1,399	WWF 060 WCS 11WF0605USA EAN/UPC: 4002515830444 UMRP/MAP: \$1,499 Retail: \$1,699	WWH 660 WCS 11WH6605USA EAN/UPC: 4002515830451 UMRP/MAP: \$1,799 Retail: \$1,999	WWH 860 WCS 11WH8605USA EAN/UPC: 4002515830468 UMRP/MAP: \$1,999 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

T1 Heat-pump Dryers

TWB120 WP**Features:**

- Heat-pump dryer (ventless)
- Honeycomb drum (4.03 ft³ 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 12WB1202USA EAN/UPC: 4002516068334 UMRP/MAP: \$1,199 Retail: \$1,399	TWF 160 WP 12WF1602USA EAN/UPC: 4002515837290 UMRP/MAP: \$1,499 Retail: \$1,699	TWI 180 WP 12WI1802USA EAN/UPC: 4002515837467 UMRP/MAP: \$1,899 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		.	.



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



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

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

Sales Training Guide

Ovens – Convection, Steam & Speed

- 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

	Contour	PureLine	
Smart	7	8	M Touch
ATM	5	6	SensorTronic
Knob	1	2	DirectSelect
	Odd	Even	

Convection Ovens

Twin Heat Convection System

- 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
-

Sales Training Guide

- 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
 - Three times as powerful as the next competitor
 - Steam cooking is proven to lock in more nutrients and flavor to your food, offers up to 50% more vitamin content than boiling
 - 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
-

Sales Training Guide

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.
- Wave arm rotates the micro waves so that the food doesn't have to rotate in the cavity
- 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

Direct Select Ovens	SensorTronic Ovens	M Touch Ovens
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		

Sales Training Guide

Oven Cooking Modes



Convection Bake

Garnering the perfect results, convection bake is ideal for baking on several levels; for example, baking trays of chocolate chip cookies.



Surround

In this premium baking mode, use heat from upper and lower elements to create perfect results on all baking recipes.



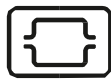
Moisture Plus

Up to 3 bursts of moisture – manually or time driven – release during the cooking program for a soft, moist interior with a crispy crust.



Intensive

Increased heat from the bottom ensures a crispy base, yet moist top on items such as pizza, quiche or focaccia.



Auto Roast

For a premium result, meat is seared at a high temperature, and cooked to perfection, staying tender and juicy. Can be used with a roast probe.



Convection Roast

Ideal for cooking delicate cuts of meat, fish and crispy poultry.



Bake

Uses traditional baking techniques; perfect for pies and biscuits.



Crisp Function

With the flexibility to turn this option on or off in cooking modes, you have the ability to create an extra crispy exterior for items such as French Fries, roasted potatoes and chicken cordon blue.



Gourmet Center

Over 100 easy-to-use MasterChef programs and 15 MasterChef Plus automatic bread programs, guiding you to the perfect result.

Sales Training Guide



Favorites

Save up to 20 of your favorite dishes! Simply select operating mode, temperature and program duration and save the settings. Ideal for your favorite repeated recipe or Grandma's famous apple pie.



Maxi Broil

Grill large quantities of steak, chops, kebabs, etc.



Broil

Grill smaller quantities of steak, chops, kebabs, fish, etc.



Browning

For a perfectly browned topping, for example when making gratin, finishing a lobster macaroni and cheese and browning.



Gentle Bake

The combination of different heating elements ensures excellent baked goods, gratins and lasagna.



Slow Roasting

Cooking at a lower temperature for a longer period of time, this method brings out the juiciest and most tender results for any type of meat.



Special Modes

Defrost, Reheat, Rapid PreHeat make every day cooking easier. Proof or Dehydrate aid in creating specialty bread or dried fruit.



Sabbath

Miele's unique Sabbath mode allows individuals up to 72 hours of pre-programmed cooking in their oven.



Rotisserie

The rotisserie evenly broils and adds a finishing touch to items such as stuffed meat, tied roasts, poultry, vegetables and kabobs.

Sales Training Guide

Miele Steam Oven Versatility



Vegetables

Nature at its best: cooking vegetables in the steam oven retains flavor and vitamin content.



Fish/Seafood

Fish prepared in the steam oven is cooked to perfection and retains its true flavor.



Meat

Particularly tender and juicy: most nutrients in the meat are retained when cooked in the steam oven.



Side Dishes

Simply indispensable: potatoes, rice and pasta are an extremely nutritious part of any meal.



Desserts

Sweet temptations for dessert: the steam oven can be used to make all sorts of delicious desserts.



Cooking Eggs

The perfect breakfast egg: soft, medium or hard in only 4 to 10 minutes at 212 °F.



Making Yogurt

Always fresh, always delicious: yogurt is easy to make in a steam oven in just 5 hours at 212 °F.



Soups

A popular starter: all sorts of soups can be made in the steam oven for a tasty starter.



Blanching

Perfect retention of quality: the steam oven is ideal for blanching fruit and vegetables ready for freezing.

Sales Training Guide



Reheat

Tastes as if freshly cooked: dishes can be reheated at 176 °F to 212 °F in approx. 5 minutes.



Defrost

Gentle on frozen food: frozen food is gently defrosted at approx. 140 °F.



Proof

The steam oven easily proofs yeast dough for breads at 80 °F to 90 °F.



Heating Damp Towels

Perfect hospitality: towels can be steamed and offered to guests at the end of the meal.



Keep-Warm Function

Delays are no problem: food is kept at serving temperature for up to 15 minutes after the program has ended.



Melting Chocolate

No burning or lumps: chocolate melts to perfection at 86 °F.



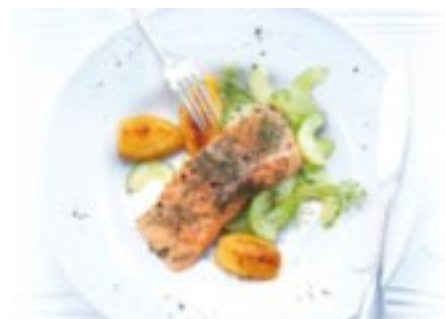
Tomatoes Concasse

Skinning made fast and simple: tomatoes, nectarines and peaches skinned in just 1 - 4 minutes in the steam oven.



Canning

The perfect method for bottling: jars are perfectly sterilized for the preservation of fruit, salsa, pickles etc.



Sous-Vide Cooking

The ultimate sensation in taste: meat, vegetables, fruit or fish cooked in airtight vacuum-sealed bags, ensuring even cooking while retaining moisture.

Sales Training Guide

Cooling – Refrigeration & Wine

- 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 2 – 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 34° 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 – this is because rather than have a filter that removes the gases that ruin food, Miele fridges don't allow them to ever produce.
 - **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.
 - **Both Units**
 - New sizes - 24" Fridge and Freezer columns, 36" French Door and 24" Wine with Somm Set
 - Push2Open – can be handleless, slight pressure opens the door
 - Pull2Open – a handle system that reduces the amount of force needed to open the door
 - New glare-free metallic interior
 - BrilliantLights – LED lighting that increases intensity to full brightness
 - Touch screen control panel that allows for Miele@Mobile – can start SuperCool from here
 - Wine system now made with adjustable beech wood racks and somm set which holds everything needed for serving
-

Sales Training Guide

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

Wine Cooling

- Independent Zones - wine units are fitted with up to three temperature zones which can be controlled separately
 - BrilliantLight – 5 ambient light settings to showcase your wine collection
 - FlexiFrame – a Miele unique system that allows for optimal wine storage
 - Each bottle rack has a label which you can annotate with chalk for a quick overview, the NoteBoards are magnetic and can be removed from the shelves for writing on
 - The adjustable bottle racks hold every size of bottle securely, the individual slats can be moved easily to suit every bottle shape, your wine is always stored in the optimum position
 - This system allows for bottles only to be moved when they are ready to be served, cutting down on vibrations which can disturb the aging of wine
 - UV Ray Protection - UV rays can cause chemical reactions in wine, Miele glass doors are made of tinted safety glass with integrated UV filter
-

Sales Training Guide

Coffee Systems

- Miele was the inventor of built in coffee for the home in 1999.
 - 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.
 - Can create up to 10 user profiles where you can save your favorite drinks and your specific parameters so that you will always be able to recreate your perfect brew
 - 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.
 - Brew unit is removable and rinse proof
-

Sales Training Guide

Why Miele?

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

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

- 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)

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
-