

Miele

360°
system concept

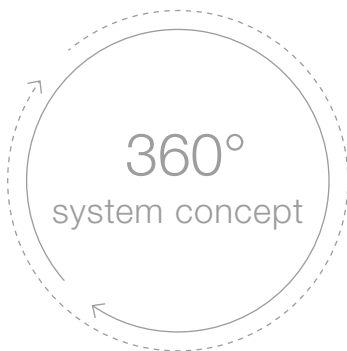
Quality at all levels:
Our 360° solutions for your dental surgery

Miele Professional. Immer Besser.

RECEPTION



**DENTALAKAD
STOCKHOLM**



STAFF ROOM
GLASSWARE, CROCKERY
AND CUTLERY



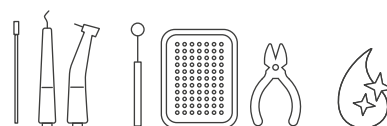
SERVICE

**ADVICE PROVIDED BY YOUR RESELLER
OR DENTAL DEPOT**





► **UTILITY ROOM**
SURGERY WORKWEAR



► **REPROCESSING ROOM**
TRANSMISSION INSTRUMENTS
AND OTHER INSTRUMENTS USED
IN DENTISTRY
WATER REPROCESSING,
PROCESS DOCUMENTATION
AND TESTS



Put a beaming smile on your patients' faces.

Every dentist strives to put a beaming, healthy smile on their patients' faces. For almost 60 years, Miele has been contributing to achieving this goal through close collaboration with dentists and instrument manufacturers. This cooperation based on trust and innovation excels by producing excellent results all along the line - by developing and implementing professional reprocessing solutions in dental practices.

The combination of choice materials and sophisticated technology has earned Miele its exceptional reputation in the field of medical technology, making it known for its proverbial levels of quality. And this is equalled by the comprehensive range of services which has won Miele numerous awards over the years. Thermal disinfectors and sterilisers from Miele developed to rise to the demands of everyday use guarantee superb performance. A wide range of model versions and practical processes achieve perfect results and high throughput. Our repro-

cessing methods ensure that indispensable instruments are ready for use again in next to no time. Reprocessing is gentle on materials, preserving the value of your instruments.

Machines from Miele Professional are the specialists when it comes to being economical, working thoroughly and fast. And, to boot, they are both low-maintenance and long-lasting. The value of your investments is safeguarded. The sparing and efficient use of water and chemicals represents an important contribution towards sustainability and reduced running costs. All these benefits underpin Miele's sustainability goals and make a valuable contribution to greater economy and reduce the burden on the environment.

We would like to wish you great pleasure reading the following pages and plenty of inspiration for your own business.

Dr. Markus Miele
Executive Director and
Co-Proprietor Miele & Cie. KG

Dr. Reinhard Zinkann
Executive Director and
Co-Proprietor Miele & Cie. KG

Our 360° solutions for your dental surgery

Profit from our holistic system in all aspects of your surgery. Through the use of high-performance thermal disinfectors and sterilisers from Miele, you are not only optimising your instrument reprocessing cycle and streamlining your operation.

In addition to this, you are improving economic efficiency and ensuring smooth processes in your practice with professional machines for utility rooms and staff kitchens. And you also profit from our efficient after-sales service. Miele medical service engineers guarantee on-site servicing with 24 hours. Holistic solutions. Single-source supply.

For a perfect match

Thanks to System4Dent from Miele Professional, your surgery can profit from a four-stage systematic approach from one single supplier. High-performance machines, tailored process chemicals, modern software and high-quality service

optimise the instrument cycle, resulting in valuable time and cost savings. System4Dent, a new approach to professional instrument reprocessing, meets the highest of demands by addressing all aspects of the instrument reprocessing cycle.



Cleaning, Disinfection, Sterilisation

Innovative thermal disinfectors with individually selectable features together with high-performance small steam sterilisers for the fast and safe reprocessing of all instruments



Process chemicals

Tailored process chemicals for the thorough and gentle cleaning of all instruments



Test systems and process data documentation

Intelligent routine tests and documentation software for reproducible and uninterrupted process monitoring at all times.



Service

Highest of standards in providing advice, financing, after-sales service and validation.

”

Miele stands for the safe and hygienic reprocessing of instruments whilst at the same time ensuring the ultimate in material compatibility and value retention.

Bastian Diebald,

Vice President Sales & Marketing,
W&H Dental



That is why leading instrument manufacturers recommend using Miele systems to reprocess their instruments. With Miele Professional, you are choosing the ultimate in performance and quality. High-quality products which rise to meet expectations each and every day are the reason for the trust professional users place in our company: 97% of all customers* claim they would buy from Miele Professional again next time round.



IN THE BEST OF **HANDS**



'Lakeside Surgery' in Münster. The surgery employs three dentists specialising in orthodontics and implantology. In the course of a typical day, the surgery team treats on average 60 patients, with two dentists practicing at any given time. Always in circulation: Medical instruments.

” At Miele, advice and service are of an exceedingly high standard.

The dentist, Dr. Jan Tetsch, specialises in oral surgery and has been practicing in the German city of Münster since 1999.

Is perfect hygiene a big challenge in your surgery?

DR. TETSCH Most definitely as we need at least the most basic set of four instruments for each treatment session. Depending on the type of treatment, other instruments may be added to these sets. Each of these instruments must be cleaned, disinfected and sterilised after use in a validated process. A daily challenge. The surgery team insists on the highest of standards. One aspect is important throughout: Efficient processes which provide both protection and security to surgery staff and patients alike.

Why place your trust in products from Miele?

DR. TETSCH What counts for us in our everyday work are efficient processes and the maximum protection of our patients as well as the colleagues involved in instrument reprocessing. The hygiene chain must remain intact throughout, and sources of infection must be reduced to zero.

What role do time and costs play when procuring machines?

DR. TETSCH Alongside safety, time is decisive factor. If the use of machines helps to make optimum use of our per-

sonnel resources, investments in equipment barely count. Add to this aspects such as simple operation and convenience, and it's a winner all round. With Miele, you always have the impression that those involved in developing the technology come at things armed with a wealth of practical experience. Besides that, you can always rest assured of being given good advice and service.

Are you satisfied with the current state of affairs in your practice?

DR. TETSCH Absolutely. Each and every injury sustained during work has to be logged in a first-aid book. So what should I say? Ours is empty because our processes are safe and proper because we place great store by trained personnel and have machines which blend in seamlessly with our everyday surgery work. That leaves nothing to be desired.



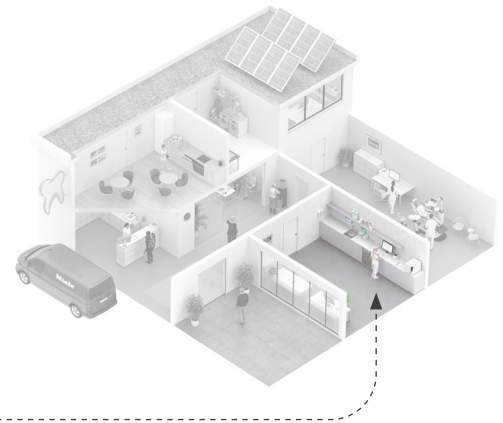


High-performance helpers: Our **thermal disinfectors**



For each installation situation and set of instruments, Miele Professional offers matching thermal disinfectors with the optimum capacity in all cases.

Thermal instruments with added value



REPROCESSING ROOM
THERMAL DISINFECTION

Designed for decentral instrument reprocessing, Miele thermal disinfectors offer added value: better cleaning performance, improved process security and greater convenience. For each installation situation and set of instruments, Miele Professional has a matching right-sized thermal disinfectant to rise to the challenges.

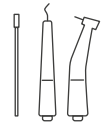
Miele Professional thermal disinfectors guarantee exceptional performance, efficiency and safety when it comes to cleaning, disinfecting and drying dental instruments. Flexible combinations of baskets and inserts make for highest throughput. The interaction between mechanical washing, sensor technology and Miele's tried-and-tested Vario TD dental programme makes for excellent reprocessing results. Active DryPlus hot-air drying with HEPA filtration is perfect for drying even the most intricate medical instruments.

The PG 8581, Miele's allrounder, is ideal for surgeries requiring a flexible system to reprocess the most common instruments. And Miele Professional is a boon to smaller practices: The PWD 8531,

a compact tabletop unit, has a space-saving design which fits neatly on any countertop.

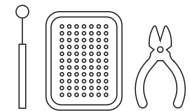
On the other hand, the PWD 8532, Miele's most ergonomic model, offers ample space paired with a convenient working height. Loading and unloading is as simple as could be – without the need to bend or stoop. The best of specifications in combination with familiar levels of performance, efficiency and process security are offered by Miele's most exclusive model, the PG 8591.

All thermal disinfectors are built for greatest efficiency. They pair exceptional reprocessing results with the sparing use of valuable resources and process chemicals.



Lumened instruments

Hand-pieces and contra-angles, turbines, saliva extractors, scaling tips and other instruments



Solid instruments

Mouth mirrors, probes, pincettes, forceps, impression plates, rotating instruments or entire trays and other instruments



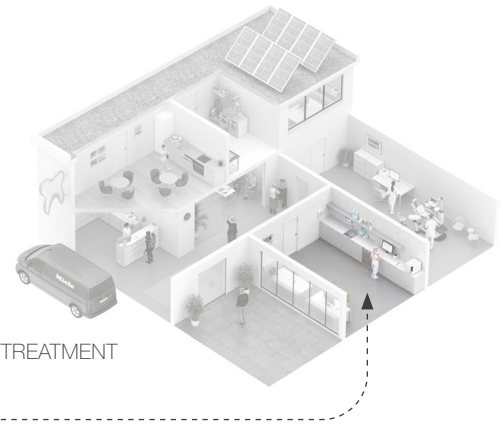
Versatile and flexible –
the right treatment for
each instrument



In use here: PG 8591 with A 105/1 basket.

Geared to meet wide-ranging needs

REPROCESSING ROOM
BASKETS, INSERTS, WATER TREATMENT
AND PROCESS CHEMICALS



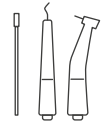
Miele Professional offers a variety of matching baskets, inserts and chemicals to ensure the thorough reprocessing of instruments combined with high throughput and the gentle treatment of materials.

Baskets and inserts for Miele Professional thermal disinfectors are designed for versatility in loading with the lumened and solid instruments used in dental practices. In models from the PG 85 series, up to 44 hand-pieces and contra-angles, turbines or saliva extractors can be accommodated and thoroughly cleaned on the inside during reprocessing. In addition to this, there is space for instrument sets consisting of a mouth mirror, a pair of tweezers and a probe for more than 100 patients. This facilitates the highest possible throughput in one single cycle.

To ensure that your dental instruments always present themselves in perfect shape, the gentle treatment of materials is extremely important alongside thorough reprocessing. There are many variables which impact cleaning performance: Temperatures, water hardness and pH-values must be geared to the material composition of individual components.

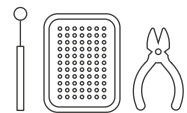
According to recommendations issued by instrument manufacturers, Miele Professional offers specially formulated products for the reprocessing of standard and transmission instruments. Each product is carefully geared to the various phases of the washing and disinfection cycle on Miele thermal disinfectors. Consequently, these products contribute towards immaculate cleaning and the preservation of materials, prevent discolouration, stains and lime scaling as well as improve drying results.

In order to meet the high demands placed on hygiene, Miele recommends the use of demineralised water in the final rinse. Additional water treatment accessories guarantee the demineralisation of water to ensure high-quality reprocessing.



Lumened instruments

Hand-pieces and contra-angles, turbines, saliva extractors, scaling tips and other instruments



Solid instruments

Mouth mirrors, probes, pincettes, forceps, impression plates, rotating instruments or entire trays and other instruments



Water treatment

Demineralisation cartridges, conductivity modules

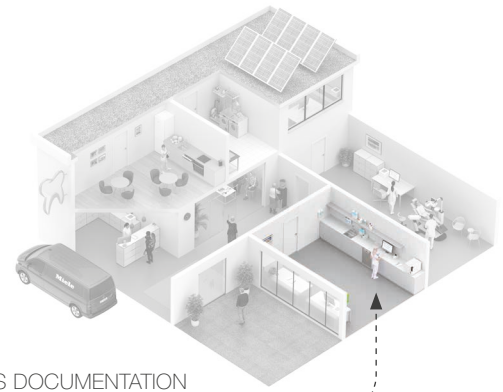


Test systems and
process documentation –
to match your instruments
and processes



In use: ProCare Sure I-PM test system and app-based
DataDiary plug & play solution

Test systems and process documentation



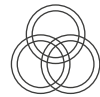
REPROCESSING ROOM
TEST SYSTEMS AND PROCESS DOCUMENTATION

Trust is good, control is better. Reprocessing can be tracked, traced and evaluated using test systems and documentation software – installed on PCs, laptops and even wirelessly on mobile devices.



Documentation

App-based Plug & Play solution:
DataDiary



Test systems

Additional process security in everyday dentistry is afforded by Miele solutions aimed at routine testing during reprocessing. These allow a fast appraisal of whether benchmarks have been met as well as ensuring visual checks on reprocessed instruments. Any protein residues appear discoloured for ease of visibility. The combination of regular routine testing using ProCare Sure I-PM and the ProCare Protein Check rapid test ensure the ultimate in cleaning performance in your dental surgery.

An important quality indicator in the sterilisation cycle is provided by regular performance tests as well as steam penetration testing according to EN 867-5. This permits immediate monitoring of the excellence of reprocessing.

The most convenient benefits offered by System4Dent include direct communication and data transfer between Miele machines and a tablet or desktop PC from where machines can be controlled and data documented. This is made possible by the DataDiary app and Segosoft Miele Edition software. Protocols can be generated as PDF files and transferred directly to patient management systems – an enormous time saving for employees coupled with full compliance with legal requirements relating to documentation standards.

QUALITY FOR A BROAD **SMILE**



The Dental Academy in Stockholm counts among the leading dental clinics in Sweden when it comes to cosmetic dentistry and implant surgery. Quality levels are commensurately high. And that's why Dr. Erik Lennartsson places his trust in Miele Professional.



” With machines from Miele, we can be sure of always achieving the best possible results.

Since 2013, Lennartsson has been working as a specialist in implant surgery at the Dental Academy in Stockholm.



What are the challenges you encounter in your daily work?

DR. LENNARTSSON There are two teams working in our surgery, treating around 1,000 patients a year. That places enormous strain on our instruments. They have to be cleaned, disinfected and sterilised time and time again. Despite the pace of work, reprocessing must be absolutely hygienic and meet our exacting standards as specialist practitioners.

Is that why you opted for dental machines from Miele Professional?

DR. LENNARTSSON Yes, because Miele's proverbial quality is convincing all along the line.

Which models are in use and how do these meet your exacting requirements?

DR. LENNARTSSON We have a number of thermal disinfectors and, more recently, two additional sterilisers from Miele Professional. The high capacity and short process cycles contribute toward reprocessing more instruments in the same space of time. Gentle process technology preserves the value of our instruments and also achieves top-class hygienic cleaning performance. That speaks volumes in favour of efficiency and quality.

Do Miele machines offer any further benefits?

DR. LENNARTSSON Innovative documentation systems allow us to monitor

all processes and cleaning results. This is a real bonus when it comes to quality control which my team and I would not want to do without.

You have just refurbished your reprocessing room. In what way did Miele support you?

DR. LENNARTSSON Miele provided customised assistance with the planning and installation of our reprocessing room. This allowed us to increase our capacity. As far as delivery and installation is concerned, everything went smoothly and to plan. A comprehensive range of services which we will avail ourselves of once again when we next extend our facilities.

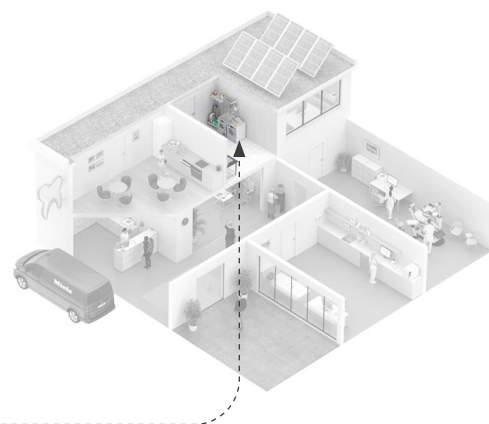


Compact size, **excellent performance** – **Little Giants**



Example of a professional washing machine and dryer pair providing a fully comprehensive system from the Little Giants series – with the same footprint as domestic appliances.

Assured hygiene for surgery workwear



UTILITY ROOM

High standards of hygiene must also apply to a surgery's workwear. Clean workwear gives patients an additional sense that standards are upheld on all levels to minimise the risk of contamination. The reliable laundry care provided by Miele's Little Giants ensures this is the case.

**Surgery workwear**

Shirts, smocks and trousers

In dental practices, immaculately clean workwear is not just a matter of making an impression on patients, though. It is also particularly important that clothing is clean and hygienic at all times to meet stringent hygiene requirements. Hence, the cleaning performance and hygiene programmes on the washing machine is of the essence when it comes to ensuring the reliable washing and disinfection of textiles.

Little Giants from Miele ensure perfect logistics in a closed in-house system, removing the risk of contamination through

transportation to contract laundries. Furthermore, special disinfection cycles contribute towards compliance with the relevant workwear guidelines together with ProCare Tex detergents and additives for hygienic reprocessing. Efficient washing and drying cycles also ensure that clean clothing is once again available for use without any delay. The disinfection wash cycle is also continuously monitored in order to guarantee a hygienic outcome at all times. Not least, Miele's Little Giants also excel in terms of their ability to wash smaller batches of laundry cost-efficiently.



Spotless results in only **17 minutes**,
without compromising on **hygiene**



Dishwashers from Miele Professional's ProfiLine series as freestanding units or as fully integrated undercounter units in a run of fitted furniture.

Sparklingly clean – even during work breaks



STAFF ROOM

Even outside the treatment room, Miele Professional offers solutions for sparkling results – for example when it comes to crockery for staff breaks.

High standards of hygiene apply not only in the surgery. Even behind the scenes, all involved demand immaculate cleanliness. In the course of a working day there is not always sufficient time to wash dishes at the sink.

To allow your employees to focus entirely on the job in hand, Miele Professional dishwashers are a welcome and valuable addition in the staff room. With short cycles, ProfiLine dishwashers achieve top-class results fast. Optimum wash cycles and special-purpose ProCare Shine detergents reduce the consumption of valuable resources such as water and energy to a minimum, thereby increasing economic efficiency in your surgery.

Top-flight hygiene is essential in guaranteeing the protection of your staff. In the 'Hygiene' programme, high temperatures in the main wash and rinse cycle ensure optimum results. Patented GlassCare technology in combination with ProCare Shine maintains the quality and appearance of drinking glasses over an extended period of time and multiple wash cycles.

Using free Miele apps, machines and processes can be launched, controlled and monitored from any room in the building. Supply levels of consumables such as detergent or rinse aid can be checked at a glance and reordered within the space with just a few mouse clicks.

**Staff kitchen**

Glasses, coffee sets

**Staff room**

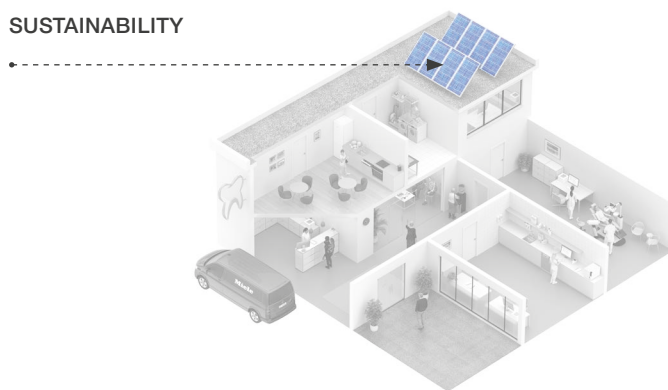
Crockery, cutlery



Our **claim: Branch leader** in **sustainability**

Miele Professional is a dependable partner for dentists, patients, suppliers and specialist retailers alike. Environmental protection and fair play are uppermost in our mind in all our activities.

SUSTAINABILITY



Sustainable and efficient

It has long been part of Miele's corporate philosophy to develop and manufacture products in line with the best principles of environmental protection. This also applies to high-quality, high-performance and efficient dental solutions to meet the demands of dental surgeries.

Given our close cooperation with both dentists and instrument manufacturers and many years of experience, Miele has a sound first-hand knowledge of how to go about manufacturing products for practical, everyday use. This applies not only to the quality and the performance of our machines built to produce first-class results to maintain the highest of hygiene standards. It also governs the development of sustainable technologies and processes for the gentle but efficient treatment of valuable dental instruments and the protection of natural resources. This is what our holistic System4Dent stands for.

To implement our sustainability concept, we focus in production on using only high-quality recyclable materials. This extends the life of machines and enables

the reuse of raw materials at the point of disposal. On the other hand, models with optimised water and energy requirements contribute towards efficient and gentle operation and the good husbandry of scarce resources. And there is a positive side-effect when it comes to economical use: Surgery running costs are reduced.

The fact that Miele strives for fair play with respect to all involved in the process is proof that our sustainability concept extends far beyond just environmental concerns. We place great store by partnership in a spirit of mutual trust and cooperation in all dealings with our employees, suppliers and resellers alike. This approach ensures that the high quality of products and services from Miele Professional are maintained at all times.



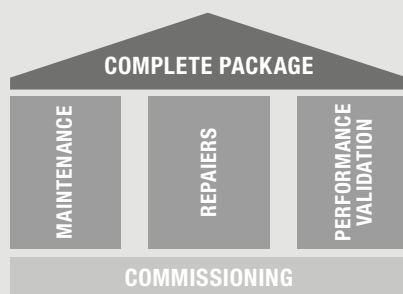


Nationwide team of experts – **230 service technicians** on the road serving your interests.

Peace of mind:

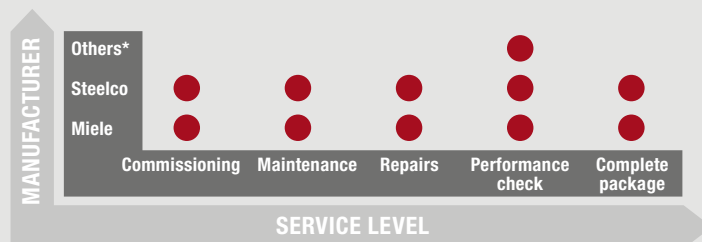
Miele's comprehensive service portfolio

From commissioning to comprehensive package: Miele offers a choice of several service packages.



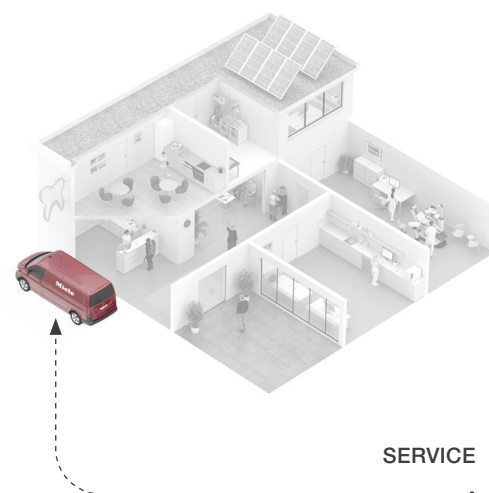
Overview of service packages and manufacturers

Miele also offers service packages for Steelco products. Technicians are suitably trained and the required spare parts can easily be accessed via Miele. Miele also offers validation services for products from other manufacturers.



* Does not apply to Austria

The highest service quality from commissioning to a comprehensive service package



True to the 'Forever better' principle, ensuring the highest of quality and production standards has pride of place at Miele. This is clearly evidenced throughout the entire process chain from the delivery of products right through to maintenance and machine repairs.



360° service

After-sales service, pre-sales advice, installation, commissioning, maintenance, repairs, spare parts

Miele's service network with over 230 Professional medical service engineers in Germany alone means that help is available fast and without fuss. It even starts with delivery as Miele's team of experts provides support in commissioning machines. Regular inspections and maintenance and professional repairs also ensure maximum uptime and ensure the performance of equipment.

Miele's comprehensive service package comprises maintenance, repairs and performance qualification - the three pillars of servicing to ensure peace of mind. Thanks to the quality of Miele products 'Made in Germany', clients profit from extreme longevity and the availability of spare parts for up to 15 years – even if a machine is no longer listed.



Commissioning

Once products are installed, our Miele medical product engineers will commission your machine free of charge and instruct users on its proper use.



Maintenance

Maintenance involves the replacement of parts subject to wear and tear as part of preventative maintenance. In addition to this, regular checks and maintenance safeguard the value of investments.



Repairs

Alongside regular maintenance, a full-service maintenance contract from Miele Professional also covers the costs of further potential repairs.



Performance validation

Performance qualification includes the validation of processes to ensure cleaning, disinfection and sterilisation performance.

Miele & Cie. KG
www.miele-professional.com