

Miele

First Choice

Marshalls

Miele Professional
Laundry & Dishwashing
Product Range



Quality products, friendly staff and solutions customers can trust.

“ Miele Professional and our dealer First Choice Marshalls provided a fantastic service.

Gary Oborn, Director Of Engineering at The Langham Hotel

About First Choice Marshalls

Established for over 30 years, First Choice Marshalls offers sales, supply and servicing of Miele Professional products across London and the home counties. The company has extensive experience in the industry and pride themselves on offering a comprehensive, professional service from start to finish.

The company was a founding member of the Miele Partnership and can offer expert advice and excellent terms on the supply and service of Miele equipment. Their commercial engineers are fully trained and accredited by Miele to install, commission and service

the equipment and have between them many decades of experience with Miele appliances.

First Choice Marshalls have engineers based across London and the home counties offering a next-working-day response.



“ Our engineers are trained by Miele; they are Miele by proxy.

Alan Nicken
Managing Director of First Choice Marshalls

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References

Client: **Pilgrims View Care Home**



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Operating laundry daily, we can't go without efficient laundry washing facilities, which is why installing reliable and durable machines that could be repaired with little fuss was a priority for us.

Miele sits at the heart of Pilgrims View's new and improved laundry facility

Avante Care and Support, which operates Pilgrims View, recognised the care home's need for a whole new approach to its laundry. This meant assigning budget to renovate the current laundry facility and create a brand new facility that would make infection control procedures easier for staff to follow. It was essential for the facility and its machines to meet the Department of Health's 'Health Technical Memorandum 01-04 (HTM 01-04)', which gives guidance on the legal requirements, design applications, maintenance and operation of water supplies, storage and distribution systems in all types of healthcare premises.

The new laundry facility was an opportune time for Pilgrims View to install new machines and having seen Miele machines wash items to high standards at Avante Care and Support's other homes, the business' maintenance officer chose the same brand for the new laundry facility. The company arranged with contractors to re-configure part of the existing building and utilise other areas to form a new laundry room. As well as forming better maintenance access, builders created a new walkway into the

laundry room. This enabled a barrier washing system that allowed soiled items to enter through one area and clean items to be returned to residents via a different route.

Local Miele partner, First Choice Marshalls, had installed Miele machines at its other homes, and Avante Care and Support knew that the supplier could be trusted to select the right equipment for Pilgrims View. Not only did First Choice Marshalls install two **Miele PW 811 Performance Plus washing machines**, it worked with the team at Pilgrims View to establish how the equipment should be laid out in the laundry to support infection control procedures. One suggestion was the inclusion of a door behind machines to make them easy to access when cleaning, servicing and repair work needs to be carried out.

Falling short of hygiene and cleanliness is no longer a concern for Avante Care and Support's managers thanks to the newly refurbished laundry facility that makes compliance easy for staff. The room's new layout makes it impossible for soiled items to contaminate clean items now

that they enter and exit the facility through independent doors and exits. Miele washing machines are built to last and Pilgrims View has the reassurance that the laundry can operate without interruption for the foreseeable future. And, if there are any issues First Choice Marshalls is on hand to visit the home and carry out repairs within 24 hours. The new machines also keep noise and vibrations to a minimum, and now residents are no longer disturbed during the day or night by noisy appliances.

Julian Oliver, maintenance officer at Avante Care and Support, says: *"Changing the physical infrastructure of our laundry room was a big step for us. But we needed to make a bold move so that managing infection control became easier and second nature for laundry staff. Operating laundry daily, we can't go without efficient laundry washing facilities, which is why installing reliable and durable machines that could be repaired with little fuss was a priority for us. Having seen the difference that Miele and First Choice Marshalls made at our homes, we were keen for Pilgrims View to experience the same results."*

avante
care & support
'Everyone Matters'

THE LANGHAM
LONDON

Client: **The Langham**



Prestigious London hotel, The Langham, delivers luxury finish with Miele Professional laundry equipment

The Langham, London is one of the largest and best known traditional style grand hotels in London and has over 400 rooms. For 150 years the hotel has hosted a wide range of guests including VIPs and royalty. Renowned for its service, Europe's first 'Grand Hotel' continues to set standards of excellence.

Gary Oborn, Director Of Engineering at The Langham, approached Miele Professional as they were looking to refurbish their on-premise laundry and replace machines which were getting old and requiring constant repairs. The on-premise laundry room consists of three washers and two dryers and is mainly used for processing personal laundry for guests and staff, as well as towels and face cloths.

In keeping with the high standards of the hotel, the replacement machines needed to be high quality and reliable. It was these factors that led Oborn to choose Miele Professional machines.

The team at the Langham already had a good relationship with Miele Professional dealers First Choice Marshalls (FCM) who provided the installation, after sales service and

The machines are easy to use and we've already noticed a huge improvement in the end result of laundry processed.

maintenance. FCM completed an installation of two **PW 6241 commercial washing machines** and two **PT 8503 commercial tumble dryers** in an on-premise laundry and the team have since purchased a **Little Giant PW 6065 washing machine** which is located elsewhere.

Commenting on the installation and the new machines, Gary Oborn, Director Of Engineering at The Langham Hotel, said;

"At The Langham Hotel we entertain a range of guests from royalty and dignitaries to celebrities, so it is important that all of our equipment is the best quality to allow us to provide a first class service. We chose to invest in Miele Professional as we wanted to guarantee reliable equipment that would last for years and produce exceptional results.

Miele Professional and our dealer FCM provided a fantastic service, and the turnaround time for the installation was so quick. The machines are easy to use and we've already noticed a huge improvement in the end result of laundry processed. We would definitely invest in Miele Professional products again and recommend them to any business looking to upgrade their on-premise laundry facilities."

Products installed:



PW 6241
Washing Machine



PW 6065
Washing Machine



PT 8503
Tumble Dryer

First Choice
Marshalls

Partnered with Miele

What does a Miele Approved Partner mean?

In 2001, Miele established the Miele Professional Partnership – choosing to sell laundry and dishwashing products to customers through a network of approved Partners. The reasons for this are to provide the customer with a fast, local solution.

First Choice Marshalls is an approved Partner, meaning that they undergo Miele product and service training and they are able to sell, install, commission and service any Miele Professional product.

What are the benefits to First Choice Marshalls customers?

By Miele selling in this way, our customers are able to buy the quality of Miele products, with the reassurance that they will receive the personal support and knowledge from First Choice Marshalls.

**First Choice
Marshalls**

Miele

This is to certify that

**First Choice
Marshalls**

is an
**Approved Miele
Sales & Service
Partner**

Authorised by **Sam Bailey**
Director, Miele Professional

S. Bailey

Product range contents

08-13	14-19	20-25	26-30
Washer-Extractors	Tumble Dryers	Ironers	Dishwashers
LITTLE GIANTS 10 PW 5062 PW 6055 Vario PW 6065 Vario PW 5064 Mopstar 60 8-10 KG 11 PW 6080 Vario PWT 6089 Vario PW 5105 Vario 11-32 KG 12 PW 811 PW 413 PW 413 Mopstar 130 PW 814 PW 418 PW 818 PW 6241 PW 6321 BARRIER WASHERS 13 PW 6163 PW 6243 PW 6323	LITTLE GIANTS 16 PT 5135 C PT 5137 WP PT 7135 C Vario PT 7136 Vario PT 7137 WP 8-10 KG 17 PT 7186 Vario PT 8203 WP 10-13 KG 17 PT 8253 PT 8257 PT 8257 WP 12-15 KG 17 PT 8301 PT 8303 13-16 KG 18 PT 8333 PT 8337 PT 8337 WP 16-20 KG 18 PT 8403 PT 8407 20-25 KG 19 PT 8503 PT 8507 32-40 KG 19 PT 8803 PT 8807	ROTARY 22 HM 16-80 HM 16-83 FLATWORK 22 PM 1210 PM 1214 PM 1217 23 PM 1318 PM 1418 PM 1421 24 PM 1621 PM 1625 PM 1630 PM 1635 25 PM 1825 PM 1830 PM 1835	PROFILINE 28 PG 8080 PG 8080 U PG 8081 i PG 8082 SCi PG 8083 SCVi PROFESSIONAL 29 PG 8055 - Speed PG 8056 - Speed Plus PG 8058 - Brilliant PG 8059 - Hygiene TANK 30 PG 8164 - BrilliantCompact PG 8165 - UniversalCompact PG 8166 - Universal PG 8172 - Performance



DISHWASHERS

Tank Dishwashers






Product Code

PG 8164

PG 8165

PG 8166

PG 8172

Dimensions: H/W/D (mm)

725(760)/460/617

725(760)/600/617

820(855)/600/617

1515 (1995) /635/750

Type

Freestanding/built under

Freestanding/built under

Freestanding/built under

Freestanding/Throughfeed

Dishwashing system

Tank system

Tank system

Tank system

Tank system

Shortest programme cycle (secs)

45

55

55

50

Capacity /hr

1600 glasses or 600 plates

3234 glasses or 882 plates

1188 plates

1296 plates

Baskets/hr

80

66

66

72

Dishwashing programmes

3 + 4 additional programmes

3 + 4 additional programmes

3 + 4 additional programmes

3 + additional programmes

Miele History & Innovation

Innovation has been at the heart of Miele's success for over 100 years

From the first fully automatic washing machine to the latest energy and water saving technology, we lead the way. When you buy a Miele machine you benefit from innovative, intelligent solutions that deliver reliable results.

Our drive to innovate is independently recognized too - we've won awards for everything from design through to the way we apply technology. When we design a new machine we think about how we can make it better - the details we can change to improve performance, increase efficiency and deliver the best results.

Innovation doesn't end with our products either - we're always looking at ways to improve the service we give to our customers, listening to you and being responsive to ensure that we're delivering the products you need.



First Choice Marshalls Support & Service

With over 25 years of experience, we at First Choice Marshalls are able to offer first-class servicing of all Miele Professional appliances. All of our staff are fully trained by the manufacturer themselves, and each engineer's training is complemented by many years of experience focused on Miele's full range of appliances.

We have engineers based all across London and the South-East, and can guarantee next working day attendance on every service call. In addition, due to our experience working with a number of nationwide organisations, we operate a network of contractors and engineers across England & Wales, so can offer the same high standards, wherever you are.

Our vans carry a range of Miele spare parts, allowing us to complete most repairs on the first visit. If a re-visit is required, we are supported by Miele's next-day parts supply service, keeping your machine's downtime to the absolute minimum.

In conjunction with Miele, First Choice Marshalls also offers a range of extended warranties on new appliances for your peace of mind. We also offer a number of preventative maintenance and servicing plans, designed to keep your machines in the best condition and minimise the risk of breakdown. And if you have a gas appliance, one of our Gas Safe registered engineers can carry out your annual gas service to ensure that you remain fully compliant with all relevant legislation.



**First Choice
Marshalls**

High quality means low environmental impact

Sustainable, cost effective performance

Because you don't want to worry about the impact of rising energy prices, we have developed all of our products to lead the market for energy and water efficiency. At the heart of all our product design is sustainable, cost-effective performance that achieves optimum results.

Our machines last longer too, so you will replace them less often, minimising environmental impact and disposal costs. When a product does come to the end of its life, most of it is easily recyclable - so from start to finish we are ensuring maximum sustainability.

Our machines offer many characteristics which significantly contribute to sustainability: low consumption (of energy, water and chemical substances), a high proportion of recyclable materials and secondary raw materials and environmentally friendly procedures.

In addition, all European company locations are certified to ISO 9001, ISO14001, OHSAS 18001 and SA 8000 standards.

57%

lower CO₂ emissions
since 2000

2,860,000

kWh energy saving per year at
our new office in Gütersloh

2004

Miele has been a member
of the UN Global Compact,
an initiative promoting
sustainability in businesses,
since 2004

Our machines last longer, so you will replace them less often, minimising environmental impact and disposal costs.



Miele's global reputation for reliability is no accident.

All our products undergo meticulous testing to simulate over ten years of continuous and rigorous use.

At Miele we are renowned for the build quality of our range and we rigorously endurance test all of our products during their development. When we say rigorously we really do mean it, for example our laundry products are tested to run for up to 30,000 hours - that is a lot of clean sheets, towels or mop heads.

Every product we manufacture goes through an end-of-line test too, before passing quality control; we pay attention to the details so that you don't have to.

We are committed to our products, response times, deliveries and installs being correct first time. All of this means machines that deliver outstanding reliability, long product lifecycles and low running costs. An investment in Miele results in long-term cost savings and peace of mind.

Miele Professional. Immer Besser

Miele Quality Pledges



Our **washing machines** are tested to

**30,000
cycles**

that's the equivalent of 8 cycles a day,
7 days a week for over 10 years



The doors on our **dishwashers** are opened and closed

**100,000
times**



The on/off switch on our **washing machines** and **tumble dryers** is tested to operate

**100,000
times**



The doors on our **washing machines** are opened, closed, locked and unlocked

**60,000
times**



Our **tumble dryers** are tested to

**40,000
cycles**



The detergent dispenser flap on our **washing machines** is opened and closed

**30,000
times**



All our PM range **ironers** are tested to operate for up to

**20,000
hours**



Our **dishwashers** are tested to

**12,000
cycles**



The fluff flap on our **tumble dryers** is opened and closed

**10,000
times**



All our **tumble dryers'** central bearing and support rollers operate for more than

**20,000
hours**

Miele

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