

Miele



Miele Professional
Laundry & Dishwashing
Product Range



Quality products, friendly staff
and solutions customers can trust.

“Multibrand were exemplary, they took us to the Miele Experience Centre to give us the opportunity to see the dishwasher and to test it out.

Liz Dyson, Owner of Deansfield Residential Home

About Multibrand Services Ltd

Multibrand was founded in 1998 by directors Mark Rogers and Ian Shaw after 26 years combined experience working within the industry and the company has been in the Miele partnership for a number of years.

Based in Wolverhampton, Multibrand's business grew from a service background, so they fully able to meet the service requirements of their customers. The company has grown and evolved to meet changing circumstances and markets.

Diversification has led to the development of new internal systems and processes, each one tailored to the individual needs of the customer;

and each one supporting the company's philosophy that service to all markets should hit the cornerstones of Multibrand Values: Effective, Affordable, Guaranteed.

“Miele is our go-to product. It's reliable, its trustworthy, and it just works.

Claire Rogers
MD Progress Care Solutions



References

Client: **Progress Care Solutions**



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Progress installed Miele machines in one of its first homes 17 years ago, and they are still working efficiently today.

As a care provider, Progress Care Solutions' ultimate goal is to enable positive change for vulnerable children and young adults and help them become more independent. Its care services include fostering, home and community support, residential homes and short breaks services.

When designing Stourbridge House, Progress gave careful consideration to the new laundry facility. With a daily changeover of residents, managers knew that domestic machines wouldn't be effective enough to meet the requirements. The home needed appliances that could thoroughly disinfect soiled bed linen and clothing. Having large quantities of items to wash at all hours of day and sometimes at night, the home needed machines that would be durable enough for its continuous laundry needs.

Also key to Progress' machines of choice was quiet wash cycles. Progress' ethos is to ensure that residents live or stay in homes that staff would be happy to live in themselves, and that includes ensuring that laundry facilities don't cause unnecessary noise. The machines chosen for Stourbridge House had to cause minimal noise and vibrations, particularly at night-time when residents are sleeping.

A belief held by Progress is that residents able to do laundry should be taught how to do so, as it helps children and young adults become more independent. Staff were keen

for Stourbridge House to encourage this, so Progress' managers ensured that the machines they chose were easy enough for all employees and residents to use.

Progress installed Miele machines in one of its first homes 17 years ago, and they are still working efficiently today. Having seen for itself that Miele appliances live up to their 'quality' claims, there was no question what brand to purchase for Stourbridge House's laundry facility. The building work had only just been completed when the machines were installed in the brand new laundry facility. Progress hired Multibrand, an experienced and local provider and installer of equipment to ensure the installation went smoothly. Progress selected a **Miele PW 6065 washing machine** and a **PT 7135C tumble dryer** for both of the homes at Stourbridge House.

With effective, energy efficient and reliable Miele machines now in use, staff at Stourbridge House have a laundry facility that meets their cleanliness standards. The robust Miele machines allow staff to carry out laundry without worrying about wear and tear or breakdowns. As the

programmes include sluice washes, the home is well-equipped to deal with dirty items, whether that's as a result of incontinence or children that get messy while playing in the garden. As a result, staff can rest assured that regulatory laundry guidelines are met.

The machines cause little noise and vibrations, which means that they don't interfere with the fun and welcoming atmosphere of Stourbridge House. In fact, they have played a part in helping residents develop, as their ease of use allows children and young adults to do their own laundry. Among Progress' goals is to help residents transition into adulthood and this involves them doing day-to-day tasks for themselves, including laundry.

Claire Rogers, managing director at Progress says: *"Opening up a new home was exciting for us, and our laundry facility has an important role to play in the service we offer, and thanks to our new Miele machines we've got off to a good start. Children can be messy little creatures, and that's why we need machines that can thoroughly disinfect even the most soiled items."*



Client: **Deansfield Residential Home**



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Multibrand really looked look after us, nothing is too much trouble, I would recommend them to anybody.

Tucked away behind the parish church in the beautiful Shropshire village of Kynnersley, occupying the old vicarage is Deansfield Residential Home. This peaceful setting in the countryside is one of many things that sets Deansfield apart.

Owner Liz Dyson took on the 15 bed residential home four years ago and set about making big improvements to the home. Deansfield provides care for residents with dementia, and so it was vital to Liz that it felt like a place to call home.

Liz needed a dishwasher she could rely on to keep up with the task of the mountains of washing up and was put in touch with her local Miele Professional Partner, Multibrand.

"We needed help with the dishwasher. The one we had was so poor that no one wanted to use it. Everything had to be hand washed before going in, otherwise the stains would get baked on, and it didn't dry, so trays of crockery would be draining on the side. We hated it!"

"Multibrand were exemplary, they took us to the Miele Experience Centre to give us the opportunity to see the dishwasher and to test it out. We took

our most stained cups to test, we'd left them for weeks, they really were stained, and they came out beautifully.

Multibrand gave all the advice that we needed, guided us in the right direction. They didn't pressurise us, just knew exactly what they were talking about." The decision was made to choose a **Miele Professional Hygiene PG 8059 dishwasher**.

"Now the dishwasher has made things so much easier. Everything is so much cleaner now as it thermally disinfects, and everything goes in the dishwasher as the different cycles make it so flexible. It looks after us too! It comes into its own when we have the parties, with 100 cups to wash, the short cycles are brilliant. I don't know how we got on without it before."

Speaking of the experience with her local professional partner, Liz said: *"Multibrand really looked look after us, nothing is too much trouble, I would*

recommend them to anybody."

Deansfield also have Miele Professional machines in their laundry. *"That is our next project - we have Little Giants, but the layout doesn't work and so Multibrand are going to help us redesign the space so it works better for us. We'll have one washer and dryer stacked, and then the sluice washer to the side, as we only have a small laundry space."*

In 2015 the hard work was recognised and Deansfield was rated 'Outstanding' by the CQC and has maintained this standard ever since. *"We sell ourselves on what goes on here – the care. We are a family here, and it works. We know everybody here, what they've done in their lives, we all eat meals together, we are family."*

"We are very proud," says Liz of the rating, "little by little we made changes and it paid off."

Product installed:



PW 8059
Dishwasher



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.

Multibrand Services Ltd 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 Multibrand Services Ltd 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 Multibrand Services Ltd.



Miele

This is to certify that



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

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

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	PROFILE 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



PERFORMANCE

BRILLIANTcompact



UNIVERSALcompact



UNIVERSAL



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.



Multibrand Services Ltd Support & Service

Multibrand has a team of highly skilled engineers to support the customer across the Midlands and are able to provide top-level service.

They offer total support in one price that includes delivery, installation and removal of old equipment. No two customers are the same as they offer individualised support through the entire purchase journey. Every installation is different and Multibrand always perform a free site survey to understand your requirements before recommending a solution, and after sales support.



multibrand

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

100,000
times



Our **tumble dryers** are tested to

40,000
cycles



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

20,000
hours



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

10,000
times



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

100,000
times



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

60,000
times



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

30,000
times



Our **dishwashers** are tested to

12,000
cycles



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

20,000
hours

Miele



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