

## Seeing is Believing

The aim of reprocessing laboratory glassware is to ensure that it is clean and free from contamination – from organic and inorganic chemicals to microbiological and cell culture residues. This is essential for virtually any laboratory application, as the presence of unwanted materials at the start of an experiment can result in a significant waste of time and effort, leading to failed experiments and erroneous results. It is therefore vital that laboratory staff have complete confidence in their glassware reprocessing equipment.

At Miele, we understand that having this level of confidence requires empirical evidence – not just glossy brochures and marketing hyperbole – which is why we've created a purpose-built test wash facility at our Abingdon site. Equipped with both under-bench and large-capacity glassware washers, the Miele Professional Test Wash Centre allows customers to see for themselves how our washer disinfectors can meet their specific cleaning requirements. Nadine Bellamy-Thomas, National Accounts Manager for Medical and Decontamination, commented: "We support every sector you can think of – from automotive to biotech and pharma – and being able to see our glassware washers in operation before making an investment is extremely important for our customers."

Technical Specialist Malcolm Peck added: "Having these demonstration facilities allows us to show customers both the efficiency and ease of use of our laboratory washers. Test washes can be performed with the customer's choice of glassware and relevant soiling material, then we simply select the most appropriate wash cycle from 13 pre-programmed – and up to 50 customised – cycle options and leave the system to run. To prove cleaning efficiency, a protein test soil can be used and, upon completion, the glassware can be swabbed to check for residual proteins, providing the customer with reassurance that it has been cleaned to the expected high standard."

In addition to 'try before you buy' demonstrations, the test wash centre is used to provide training on both the correct operation and maintenance of Miele glasswashers, helping to ensure optimal performance and long term reliability. Customers can also learn about Miele's technical support and service activities, giving them complete peace of mind that our friendly and approachable team is always available for advice and support.

And to prove that seeing really is believing, we're proud to say that 100 per cent of people that come for a test wash end up purchasing a machine from us!