

**Miele**

IMMER BESSER



OUR QUALITY  
PLEDGES



## OUR QUALITY PLEDGES



### **Miele Quality – forever better**

Miele aims to offer every user the best possible product. Miele's robust construction guarantees maximum reliability, durability and resistance to scratching, chemicals and corrosion. To ensure that Miele machines will stand the test of time and provide unbeatable performance continually, we really put them through their paces in our test laboratories, before full production commences.

No other brand can claim such a strong commitment to quality, reliability and durability.



**German engineered and tested  
to the equivalent of 20 years usage.**

[www.miele20years.com.au](http://www.miele20years.com.au)

# WASHING MACHINES

10 year quality assurance against the breakdown of the drum, outer tub, axle and bearings, brushless professional motor, flooding and a lifetime quality assurance on the door hinge, corrosion and the yellowing of the enamelled outer panels.

10,000 hours

We run the Cottons 95° C programme continuously for over 10,000 hours – that's equivalent to 5 washes a week for 20 years.

60,000 times

We test hinge and door lock by opening and closing the door 60,000 times, 30,000 times of which are at extremely high force. That's equivalent to opening and closing the door once a day for 164 years!

50,000 tests

The control panel is subjected to 50,000 switch tests to check that the buttons will function as well in 20 years as they did when the machine was new.



# TUMBLE DRYERS

10 year quality assurance against the breakdown of the stainless steel drum, motor and lifters. Includes quality assurance against corrosion and the yellowing of the enamelled outer panels.

7,500 hours

We run the Cottons Normal programme continuously for over 7,500 hours – that's equivalent to 5 drying cycles a week for 20 years.



# DISHWASHERS

10 year quality assurance against the failure of door springs and flooding.

7,500 cycles

We run the 75° C programme for 7,500 cycles – that's equivalent to one load every day for more than 20 years.

100,000 cycles

The door is put through 100,000 opening and closing cycles – that's equivalent to 13 cycles every day for more than 20 years.

100,000 times

Each basket is pulled out and pushed back in 100,000 times under extreme load conditions – that's equivalent to 7,500 cycles.



# OVENS

10 year quality assurance against corrosion on CleanSteel fascia and door panel.  
10 year quality assurance against the crazing or cracking of the internal liner / cavity.

24,000 cycles

We test door hinges by opening and closing the door 24,000 times.

100,000 cycles

The enamel trays are subjected to various scourer tests 100,000 times.

4,000 hours

Our ovens are tested to run 4,000 operating hours – that's equivalent to 4 hours per week.\*



\*Based on 200 operational hours per annum or 4 hours per week.

# STEAM & COMBI STEAM OVENS

4,000 hours

Miele steam and combi steam ovens are tested to run for 4,000 hours.\*



\*Steam ovens based on a 4 person household and 3 operating hours per week.

\*Combi steam ovens based on a 4 person household and 7 operating hours per week.

# RANGEHOODS

10,000 hours

Our rangehoods are tested to run for 10,000 hours.\*  
That's equivalent to 10 hours per week for 20 years.



\*Based on a 4 person household and 10 operational hours per week.

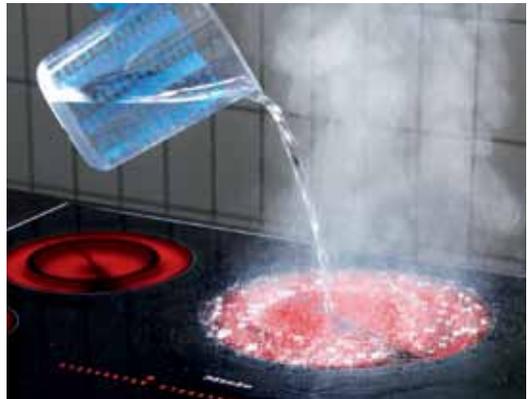
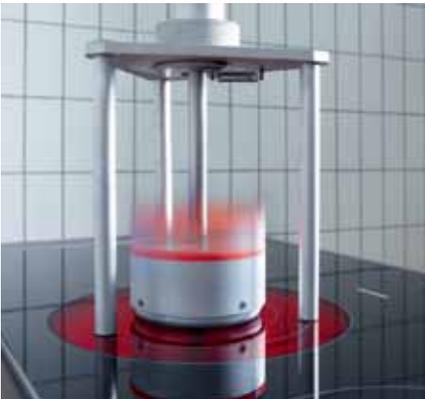
# COOKTOPS

7,000 hours

Miele ceramic and gas cooktops are tested to run for 7,000 hours.\*

4,000 hours

Miele induction cooktops are tested to run for 4,000 hours.^



\*Based on a 4 person household and 7 operating hours per week.

^Based on a 4 person household and 4 operating hours per week.

# COFFEE MACHINES

50,000 cycles

Miele fresh bean system coffee machines are tested to run for 50,000 coffee / espresso delivery cycles, plus 30,000 steam and 10,000 hot water delivery cycles.

30,000 cycles

Our Nespresso capsule system coffee machines are tested to run for 30,000 coffee / espresso delivery cycles, plus 10,000 steam and 10,000 hot water delivery cycles.



# VACUUM CLEANERS

780 hours

We subject our vacuum cleaners to a lifetime test of 780 hours.\*

2,000 km

Our floor heads are tested over 2,000 km of different types of carpet surface in its lifetime.

10,000 times

Our electrical cables are wound and unwound more than 10,000 times in our test centres.



\*Based on average usage of 45 minutes per week at maximum output.



## Company philosophy



Sustainable innovations  
[www.mielesustainableinnovations.com.au](http://www.mielesustainableinnovations.com.au)

Our aim is to produce and market durable products of the highest quality using procedures that are both economically and ecologically sound. The products should not only offer a high level of performance, efficiency and safety, but they should also have as little impact on the environment as possible, throughout their whole lifespan.



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## Forever Better

A major paradigm shift expanding our core philosophy of Immer Besser.

### Our heritage is our future

It was Forever Better from the beginning. Our founders' vision and commitment continues to inspire us. Forever Better means to never compromise on quality and to seek constant improvement. This is the core philosophy for Miele, applied to every aspect of the company for more than 100 years. Forever Better represents a duty and a challenge to us towards continuous innovation. Our commitment to innovation is a celebration: our celebration for creation, and your celebration of a better life. This celebration of life drives us to create and recreate in the pursuit of perfection.



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# OUR QUALITY PLEDGES



Since 1899

Miele Quality Pledges are additional to the manufacturer's warranty (2 years). They are subject to our standard fair usage terms and assume that appropriate care and maintenance has been undertaken by the customer. Accidental damage, non-adherence to prescribed maintenance or installation as per the instruction manual and or negligence on the part of the customer immediately render Quality Pledges void.

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Frenchs Forest NSW 2086

**Adelaide Office and Gallery**

83-85 Sir Donald Bradman Drive  
Hilton SA 5033

**South Melbourne Gallery**

208-210 Coventry Street  
South Melbourne VIC 3205

**Brisbane Office and Gallery**

39 Harvey Street North  
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