

Press Release  
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## Domestic appliances up to date with RemoteService

- ▶ Miele expands its connectivity repertoire in the kitchen
- ▶ On the safe side: Machine settings to match recipes

**Gütersloh, February 5, 2019. – With its Generation 7000 built-in appliances, Miele is expanding its connectivity repertoire in the kitchen. In order to offer services to as many customers as possible without the need for any further retrofitting of components - both currently and in future - most new models feature WiFi connectivity as standard. New, too, is the RemoteService function with which domestic appliances will in future remain up to date.**

RemoteService downloads software updates directly to the machine in question. Previously, this required a service call-out. This is interesting, for example, for applications or services which may only be introduced two or three years down the line. The customer has full control over which updates are downloaded. Also new: With Generation 7000, cooking appliances such as ovens, steam ovens and combination units can be remotely controlled using the Miele@mobile app. For safety reasons, hob units are exempted.

### Digital offers make cooking simpler than ever before

Simply select a recipe from the Miele@mobile app and all settings required for the process are transferred directly to the appliance – on the Dialog oven, this method of parameter transfer is already reality. For other connectivity-enabled Generation 7000 cooking appliances, this feature will be available with one of the next releases of the Miele@mobile app. In practical terms, this means that neither the operating mode, the temperature nor the time needs to be entered manually. Alongside this convenience aspect, this function offers added security as human errors are eliminated.

### Voice control via Alexa undergoing continuous expansion

Miele customers can also select from a series of established SmartHome solutions. Voice control using Amazon's Alexa is enjoying great popularity. As Miele is continuously improving its skill and adding to Alexa's knowledge of Miele products and applications, Alexa already has a good grasp of cooking, including cooking times, and knows a lot about the functions of domestic appliances. Another practical feature is a new food delivery service: Users can select their favourites from more than 1,200 recipes in the recipe portal in the Miele@mobile app. An appropriate shopping list can be transferred to a delivery portal with a single click.

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After entering a postal code and selecting a supplier, all the necessary ingredients are placed in a shopping basket; this list can be changed and added to at will. This service is currently available in Germany, Austria and Great Britain.

## **Simple reordering from the app**

Miele's range of products in its webshop is growing and becoming more attractive by the day: A recent new entry, for example, is the PowerDisk for Generation 7000 dishwashers. With automatic powder dispensing and AutoStart, dishwashers are now able to operate autonomously. Cleaning cartridges for coffee machines and three new blends of coffee are also new products now stocked by the webshop. In the case of some consumables, appliances warn by push notification when supplies are close to running out. Replenishments are then easily ordered from the Miele@mobile app.

The most frequent connectivity option on Miele appliances does not even require the Internet as ovens, washing machines and other products are able to communicate with each other using their own integrated WiFi modules. This function is called SuperVision and displays the status of all registered Miele machines, for instance, in the oven display. This is a practical way of, say, checking on how long the washing machine in the utility room has to run.

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**Company profile:** Miele is the world's leading manufacturer of premium domestic appliances including cooking, baking and steam-cooking appliances, refrigeration products, coffee makers, dishwashers and laundry and floor care products. This line-up is augmented by dishwashers, washer-extractors and tumble dryers for commercial use as well as washer-disinfectors and sterilisers for use in medical and laboratory applications (Professional Business Unit). The Miele company, founded in 1899, has eight production plants in Germany as well as one plant each in Austria, the Czech Republic, China and Romania. These are joined by the two plants belonging to Miele's Italian medical technology subsidiary Steelco. 2017/18 turnover amounted to approx. EUR 4.1 bn, with sales outside Germany accounting for 70%. Miele is represented with its own sales subsidiaries and via importers in almost 100 countries. Throughout the world, the family-run enterprise, now in its fourth generation, employs a workforce of around 20,100, whereof 11,200 are employed in Germany. The company headquarters are located in Gütersloh/Westphalia, Germany.

## There are two photographs with this text




**Photo 1:** With automatic PowerDisk powder dispensing and the programming of starting times from a smartphone or tablet PC (AutoStart), Generation 7000 dishwashers are virtually autonomous, apart from the need for manual loading and unloading. (Photo: Miele)



**Photo 2:** Soon reality: Simply select a favourite from the recipe portal of the Miele@mobile app and process parameters are automatically transferred to the oven. This is both convenient and avoids human errors. (Photo: Miele)

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