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0521 807-Date

13.01.2023

Important safety instructions for the washer-disinfectors Steelco PWD 8626 and Steelco PWD 8628

Dear Ladies and Gentlemen,

Herewith we want to inform you about a possible safety issue with the product type Steelco PWD 8626 and Steelco PWD 8628 manufactured by Miele & Cie. KG with the Intelligent cycle selection

According to our records, washer-disinfectors of these types are installed in your facility.

These units are equipped with an intelligent cycle selection that recognises the load carriers and automatically assigns and starts the dedicated programme.

With this letter we would like to inform you about a possible safety issue in connection with the Intelligent cycle selection. We are getting aware, that in a very few individual cases the inserted loadcarrier was not detected in a correct manner and a not optimal cycle was selected.

Each time you start the programme, even in the setting "automatic load recognition/Automatic programme allocation" we recommend that you check on the display of the unit whether the programme intended for the load carrier used has been started. If an unsuitable programme is displayed, interrupt the programme, and briefly pull the loading carrier out of the machine on the loading side and then put it back into the machine. Then please switch off the "automatic load recognition/Automatic programme" setting and use the "direct operator's program choice and selection setting" (see instruction for use). You should also contact Miele or Steelco Service directly so that they can replace the faulty component.

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This recommendation can be ignored, if your machine is operated by “direct operator’s program choice and selection” or connected to an external batch documentation system which verifies the selected program with the intended program. In this context, for the purpose of completeness, we would like to remind you once again of the necessity of subjecting the reprocessing result to regular routine checks as well.

During the next maintenance, even if your machine is not affected, the service technician will proactively replace this component for you free of charge.

Please ensure that all users of the product above in your organisation and other persons need to be made aware of this safety notice. The competent authorities have been informed about this letter.

In addition, we require a return letter from you. Therefore, please complete and sign the enclosed reply form and return it to us by e-mail as a PDF scanned copy within two weeks of receipt.

Your contact and the recipient of your return is:

recipient: XXXXXXXXXXXXXXXXXXXXXX

e-mail: XXXXXXXXXXXXXXXXXXXXXX

We apologise for any inconvenience caused and will be happy to answer any questions you may have.

We remain at your disposal and thank you for your cooperation.

With kind regards

Miele & Cie. KG
Regulatory Affairs Officer

Dr. Andreas Brömmelhaus