Operating and Installation Instructions
Commercial Washing Machine
PWM 912
PWM 916
PWM 920

To prevent accidents and machine damage, read these instructions before installation or use.
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Caring for the environment

Disposal of packaging material
The cardboard box and packing materials protect the machine during shipping. They have been designed to be biodegradable and recyclable.

Ensure that any plastic wrappings, bags, etc. are disposed of safely and kept out of the reach of children. Return the packaging to your dealer.

Disposal of your old machine
Old electrical and electronic machines often still contain valuable materials. However, they also contain harmful substances that were essential for the proper functioning and safe use of the equipment. Handling these materials improperly or disposing of them in your household waste can be harmful to your health and the environment. Therefore, please do not dispose of your old machine with regular household waste.

Electrical and electronic machines often contain materials which, if handled or disposed of incorrectly, could be potentially hazardous to human health and to the environment. They are, however, essential for the correct functioning of your machine. Please do not therefore dispose of your old machine with your household waste.

Energy-saving tips

| Energy and water consumption | - Make use of the **maximum** load that the wash program can accommodate. The most efficient use of energy and water is achieved when a full load is washed. |
| Detergent                    | - Do not exceed the amounts of detergent recommended on the packaging. |
|                             | - Reduce the amount of detergent for smaller loads. |
| When drying with a tumble dryer | Select the highest possible spin speed for the wash program to save energy in the subsequent drying cycle. |
IMPORTANT SAFETY INSTRUCTIONS

This washing machine complies with all current local and national safety requirements. Inappropriate use can, however, lead to personal injury and material damage.

Read the Operating Instructions carefully before using the washing machine. They contain important information on safety, installation, use, and maintenance. This prevents both personal injury and damage to the washing machine.

Miele expressly and strongly advises that you read and follow the instructions in the chapter on installing the washing machine as well as the IMPORTANT SAFETY INSTRUCTIONS.

Miele cannot be held responsible for injury or damage caused by non-compliance with these instructions.

Keep these Operating Instructions in a safe place and pass them on to any future user.

When instructing other people how to use the washing machine, they must be made aware of these IMPORTANT SAFETY INSTRUCTIONS.
Appropriate use

► The washing machine is only suitable for washing fabrics with a care label stating that they are suitable for machine washing. Any other applications may be hazardous. The manufacturer cannot be held responsible for damage resulting from incorrect or improper use or operation of the machine.

► This washing machine must be used as described in the Operating Instructions and must be checked on a regular basis to make sure it is functioning correctly. Maintenance must be carried out when necessary.

► The washing machine is not suitable for outdoor use.

► Do not install the washing machine in a room where there is a risk of frost. Frozen hoses are at risk of tearing or bursting. The reliability of the electronic may be impaired at temperatures below freezing point.

► This washing machine is intended only for use in an industrial environment.

► If the washing machine is operated in a industrial environment, it must only be operated by instructed / trained personnel or specialists. If the machine is operated in a publically accessible area, the operator must ensure its safe use.

► The washing machine must not be installed or operated in mobile installations (e.g., on ships).

► Persons who lack physical, sensory or mental abilities, or experience with the appliance should not use it without supervision or instruction by a responsible person.

► Children must not be allowed near the washing machine unless they are constantly supervised.

► Children must not be allowed to clean or maintain the washing machine.

► Please supervise children in the vicinity of the washing machine and do not let them play with it.

► Disinfection programs must not be interrupted, as this can have a limiting effect on the disinfection result. It is the operator’s responsibility to ensure that the standard of disinfection in thermal as well as chemo-thermal procedures is maintained by carrying out suitable validation tests.
Preventing misuse

► Never use solvent-based cleaning agents, e.g., those containing benzene, in this washing machine. This may result in damage to component parts and create toxic fumes. Risk of fire and explosion!

► When washing with high temperatures please be aware that the porthole glass can get hot. Danger of burning.

► Close the drum door after each wash cycle. This is to avoid the risk of children trying to climb into the washing machine or hide things in it, and animals getting into the machine.

► Do not damage, remove or bypass the safety components or control elements of this washing machine.

► Machines with a damaged control panel, wires, or cables must not be used until they have been repaired.

► Water used for washing in this machine is not drinking water. It must be discharged into a proper drainage system in accordance with local codes.

► Always make sure that the drum is stationary before reaching in to remove laundry. Reaching into a moving drum is extremely dangerous.

► Be careful not to put your hands in the gap between the door and frame when closing the drum door. Warning! The drum door is locked automatically as soon as the machine starts.

► Always follow the instructions of the chemical manufacturer when using cleaning agents and special application chemicals. Only use such chemicals for the purpose and in the situation specified by the manufacturer in order to avoid the danger of adverse chemical reactions and material damage.
IMPORTANT SAFETY INSTRUCTIONS

Technical safety

- Before installing the washing machine, check it for visible signs of damage. Do not install or use a damaged washing machine.

- The electrical safety of this washing machine can only be achieved if it is grounded properly. It is essential that this standard safety requirement is met. If in any doubt, please have building’s wiring system inspected by a qualified electrician. Miele cannot be held responsible for the consequences of an inadequate grounding system (e.g. electric shock).

- Unauthorized repairs could result in unforeseen dangers for the user, for which the manufacturer cannot accept responsibility. Repairs should only be undertaken by a Miele authorized service technician, otherwise any subsequent damage may not be covered by the warranty.

- Do not make any alterations to the machine, unless authorized to do so by Miele.

- The machine must be isolated from the power supply when cleaning and maintaining the machine and in the event of a fault. The machine is only completely isolated from the power supply when:
  - it is switched off at the wall socket and the plug is withdrawn, or
  - the fuse is removed from the building wiring or
  - the circuit breaker has been tripped.

  See “Installation and connection - Electrical connection”.

- The washing machine may only be connected to the water supply using the set of hoses supplied with the machine. Old sets of hoses must not be re-used. Check the sets of hoses regularly for signs of wear. Change the sets of hoses ahead of time to avoid the risk of leaks and subsequent water damage.

- In the event of a leak, disconnect the washing machine from the power supply immediately and rectify the cause of the leak before using the washing machine again.

- In the case of a fault with the steam heating there can be increased temperatures in the vicinity of the door, the detergent compartment panel and in the drum interior (especially at the edges). Danger of burning.

  This only applies for machines with steam heating.

- Faulty components should only be replaced by genuine Miele replacement parts. Miele can only guarantee the safety standards-compliant of the machine when Miele replacement parts are used.
IMPORTANT SAFETY INSTRUCTIONS

- If this machine is being used in an industrial environment, please ensure that all relevant health and safety regulations are obeyed and testing is carried out in compliance with local and national regulations. The test book for all necessary test documentation is available from Miele Technical Service.

- Please observe the instructions in “Installation and connection” and “Technical data”.

- The plug (if so equipped) for the washing machine must always be kept accessible so that it can be easily disconnected from the power supply.

- If the machine is hard wired, a quick means of disconnect must be installed in accordance with local code.

- For hard-wired machines, a quick means of disconnect must be provided on site. The isolator must be located in the immediate vicinity of the washing machine and be easily recognizable, accessible without hindrance.

- A central Emergency shut off device must be available for models without an Emergency shut off.
Correct use

- The maximum dry-laundry weight for the PW 912 is 27 lb (12 kg), for the PWM 916 it is 36 lb (16 kg), and for the PWM 920 it is 45 lb (20 kg). See the “Program chart” for the maximum recommended loads for individual programs.

- Before using the washing machine for the first time, check that the shipping struts have been removed (see “Installation – Removing the shipping struts”). During spinning, a shipping strut which is still in place may result in damage to both the washing machine and adjacent furniture or machines.

- Never try to open the washing machine door using force. The door can only be opened when a corresponding message appears in the display.

- Do not push back the soft mount drum of the machine while the machine is running.

- When closing the door there is a danger of crushing and shearing between the door frame and the drum opening and also at the hinges. Caution: the drum door locks automatically when the machine is started.

- Turn off the water supply if the machine is to be left for any length of time (e.g. vacation), especially if there is no floor drain (gully) in the immediate vicinity.

- Take care to ensure that foreign objects (e.g., nails, pins, coins, paper clips) do not find their way into the machine with the laundry. These may damage components of the machine (e.g., suds container, drum). Damaged components can damage the laundry.

- If the correct amount of detergent is dispensed, the machine should not need to be descaled. If, however, you do wish to descale it, only use proprietary non-corrosive descaling agents and strictly observe the instructions on the packaging. A special descaling agent is available to order from Miele (see “Optional accessories”).

- Fabrics that have been pre-treated in solvent-based cleaning agents must be thoroughly rinsed in clean water before being washed in the machine. Note that solvent residues may only be discharged into waste water in compliance with local legislation.

- Do not use solvent based cleaning agents, e.g. those containing benzene, in this machine, as this may result in damage to component parts and create toxic fumes. Such agents also pose a fire and explosion hazard.

- Do not store or use benzene, petrol, paraffin, or other easily flammable liquids near the machine. Do not use the machine lid as a resting place. **Danger of fire or explosion.**
IMPORTANT SAFETY INSTRUCTIONS

➢ Do not store chemicals (liquid detergent etc.) on the machine lid. They can damage lacquered surfaces and cause discoloration. Accidental chemical spillages must be thoroughly removed using a wet cloth.

➢ A fan outlet is located on the rear of the washer. This area must not be blocked. Please ensure that the minimum gap required, as shown on the installation drawing, is maintained.

➢ Only use dyes, dye removers, and descaling agents suitable for use in a washing machine. The manufacturer’s instructions on the packaging must be observed.

➢ Color run and dye removers contain sulphur compounds which can cause damage such as corrosion. Use these products only if the manufacturer expressly states that they are suitable for use in a washing machine.

➢ The stainless steel surfaces must not come into contact with liquid cleaning and disinfecting agents which contain chlorine or sodium hypochlorite. These agents can have a corrosive effect on stainless steel. Aggressive vapors containing chlorine can also be corrosive. Do not store containers of these agents near the machine.

➢ Do not use a power washer or hose to clean the machine.
Chlorine and component damage

► Frequent use of chlorine products increases the risk of damage to components.

► The use of substances containing chlorine, such as sodium hypochlorite and chlorine bleach in powder form, can however result in damage of the protective layer of stainless steel and corrosion on components. Therefore, refrain from using substances containing chlorine. Use oxygen-based bleaching agents instead.

If, however, chlorine bleaching agents are used, an anti-chlorine treatment must always be carried out. Otherwise, both the washing-machine components and the load may suffer persistent and irreparable damage.

► Anti-chlorine treatment must be carried out immediately after chlorine bleaching agents have been used. Hydrogen peroxide as well as oxygen-based detergents and bleaching agents are suitable for anti-chlorine treatment. The suds must not be drained in between.

Treatments with thiosulphates can result in gypsum-like deposits particularly when used in combination with hard water. This gypsum can build up in the washing machine or cause incrustations on the laundry. Treatment with hydrogen peroxide is recommended over treatment with thiosulphates because hydrogen peroxide neutralizes chlorine.

The exact dispensing quantities and the treatment temperatures required must be set and tested on site in accordance with the dispensing recommendations of the detergent and cleaning agent manufacturers. The laundry must also be tested to check whether it contains any active chlorine residues.
IMPORTANT SAFETY INSTRUCTIONS

Accessories

➤ Accessory parts may only be fitted when expressly approved by Miele. If other parts are used, any claims from the warranty will be void.

Disposing of your old machine

➤ Ensure that the door locks are unusable when disposing of or scrapping old washing machines. This will prevent the risk of children playing accidentally locking themselves in and endangering their lives.

Miele cannot be held responsible for damage caused by failure to comply with these safety instructions and warnings.
Description of the machine (with detergent compartment)

Models with detergent dispenser drawer (WEK)

1. Display  
   see "Control panel"
2. Emergency shut-off switch  
   see "Control panel"
3. Door handle
4. Drum door
5. Four adjustable feet
6. Detergent dispenser drawer
7. Electrical connection
8. Cold-water connection
9. Hot-water connection
10. 2 x hard-water connection (optional)
11. Connections for external dispenser pumps
12. Vapor extraction/free outlet Type AB
13. Drainage
14. Cold-water connection for liquid dispensing (optional)
15. Fan casing
16. Connection option for direct/indirect steam (depending on model)
17. On/Off button
18. Interface for communicating with external appliances
Description of the machine (with detergent compartment)

Models without detergent dispenser drawer (WEK)

Display
see "Control panel"

Emergency shut-off switch
see "Control panel"

Door handle

Drum door

Four adjustable feet

Electrical connection

Cold-water connection

Hot-water connection

2 x hard-water connection
(optional)

Connections for dispenser pumps

Vapor extraction/free outlet Type AB

Drainage

Cold-water connection for liquid dispensing

Fan casing

Connection option for direct/indirect steam
(depending on model)

On/Off button

Interface for communicating with external appliances
Operation

Control panel

1. **Language sensor button**
   - For selecting the current user language.
   - The supervisor language is displayed again at the end of the program.

2. **Back sensor button**
   - Takes you back one level in a menu.

3. **Touch display**

4. **Start/Stop sensor button**
   - For starting the wash program selected and canceling a program once it has started. The program selected can be started as soon as the sensor button starts flashing.

5. **Optical interface**
   - For Customer Service.

6. **button**
   - For switching the washing machine on and off. To save energy, the washing machine will switch off automatically. It is switched off 15 minutes after the end of the program/Anti-crease phase, or after being switched on if no further selection is made.
Sensor buttons and touch display with sensor buttons

The  和  Start/Stop 感应按钮和传感器按钮在显示屏上对指尖接触做出反应。每按一下传感器按钮都会伴有可听见的按键声。你可以调整按键音的音量或关闭它（参见“监督者级别”）。

控制区域感应按钮和触摸显示屏可能被尖锐物体，如钢笔刮伤。

只有用手指触摸控制区域。

Main menu

在开启洗衣机后，主菜单将在显示屏上出现。

你可以从主菜单访问所有重要的子菜单。

触摸开关按钮在任何时候返回到主菜单。

设置之前输入的值不会被保存。

Programs

用于选择洗涤程序。

Favorites

用于选择12个可设置和保存的喜欢的洗涤程序中的一个（参见“最喜欢的程序”在“监督者级别”）。

Supervisor

你可以调整洗衣机电子设备以适应变化的需求（参见“监督者级别”）。

Examples of how to operate the appliance

Option lists

Program menu (single selection)

你可以向右或向左滑动你的手指在屏幕上。要这样做，把你的手指放在触摸显示器，并滑动你所想的方向。

橙色滚动条在图片下显示有额外的选择项目可选。

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Touch a program name to select the wash program. The display will change to the standard menu for that program.

**Options menu (multiple selection)**

Touch one or several **Options** to select it/them. Currently selected **Options** are highlighted orange. To deselect an **Option**, simply touch the **Option** again. Use the **OK** sensor button to activate all selected **Options**.

**Setting numerical values**

You can set numerical values in some menus. Enter the numbers by swiping upward or downward. Place your finger on the number that you want to change and move your finger in the direction you want. Use the **OK** sensor button to accept the set numerical value.

**Tip:** A numerical keypad may also appear to adjust the value for some settings.

Briefly touching a number between the two lines will bring up the numerical keypad.
Operation

Once a valid number has been entered, the OK sensor button will be highlighted in green.

Pull-down menu

The pull-down menu can be used to display information, e.g., about a wash program.

If an orange bar appears at the top of the screen in the middle of the display, you can open the pull-down menu. Touch the bar and drag down with your finger.

Exiting a menu

- Tap the sensor button to return to the previous screen.

Entries made before this which have not been confirmed with OK will not be saved.

Help display

With some menus, Help appears along the bottom line of the display.

- Touch the Help sensor button to display the text.
- Touch the Close sensor button to return to the previous screen.

Operating a laundromat machine

The entry menu will vary depending on the programming status (see “Supervisor level – Controls”).

Shortcuts are the easiest way to operate the machine. Operating staff are unable to change pre-set programs.

Laundromat, basic

Between 4 and 12 pre-set programs are available. These programs cannot be changed by the user.
Up to 12 pre-set programs are available. The first 3 programs can be selected directly. The remaining programs are selected from a list. These programs cannot be changed by the user.
Emptying pockets

Empty all pockets.

⚠️ Damage due to foreign objects.
Nails, coins, paper clips, and so on can cause damage to garments and components in the machine.
Check the laundry before washing and remove any such foreign objects.

Max. load
(dry laundry)

<table>
<thead>
<tr>
<th></th>
<th>PWM 912</th>
<th>PWM 916</th>
<th>PWM 920</th>
</tr>
</thead>
<tbody>
<tr>
<td>max.</td>
<td>max. 27 lb (12 kg)</td>
<td>max. 36 lb (16 kg)</td>
<td>max. 45 lb (20 kg)</td>
</tr>
</tbody>
</table>

Maximum load weights are given in the program chart.
Preparing for use

Loading the washing machine

- Switch on the washing machine with the I button.
- Pull the door handle to open the drum door.
- Unfold the laundry and load loosely in the drum. Mixing both large and small items gives better wash results and also helps distribute the load evenly during spinning.

| The most efficient use of energy and water is achieved when a full load is washed. However, do not overload as this reduces cleaning efficiency and causes creases. |

Closing the drum door

- Close the drum door by pressing it until the pre-latch engages.

⚠️ Make sure that no items are caught between the drum door and the seal.

| The drum door engages, but is not locked yet. The drum door locks automatically as soon as the machine starts. |
Selecting a program

Switching on the washing machine

- Press the  button.

Selecting a program

There are different ways to select a program.

You can select a program from the Programs menu.

- Touch the Programs sensor button.

- Scroll to the right in the display until the program you want appears.
- Touch the sensor button for that program.

The display will change to the standard menu for that wash program.

Alternatively, you can select a program from the Favorites menu.

The programs under Favorites can be changed by the supervisor (see “Supervisor level – Favorite programs”).

- Touch the Favorites sensor button.

- Scroll to the right in the display until the program you want appears.
- Touch the sensor button for that program.

The display will change to the standard menu for that wash program.

In the case of Favorite programs, the majority of the program settings are already fixed and cannot be changed.
Selecting program settings

Selecting a load
To enable load-specific dispensing, you can specify the load for some programs.

- Touch the Weight sensor button.
- Enter a valid value for the load quantity.

The display will change to the Overview menu.

Selecting a temperature
You can alter the pre-set temperature of a wash program.

- Touch the Temperature sensor button.
- Select the temperature you want.

The display will change to the Overview menu.

Selecting a spin speed
You can alter the pre-set spin speed of a wash program.

- Touch the Spin speed sensor button.
- Select the spin speed you want.

The display will change to the Overview menu.

Selecting Options
You can select extra options for some wash programs.

- Touch the Extras sensor button.
- Select one or more extra options.
- Confirm with the OK sensor button.

The display will change to the Overview menu.

See “Options” for further information.
Adding detergent using the detergent dispenser drawer

- For standard wash programs, add powder detergent for the main wash to the compartment and if desired, add detergent for a pre-wash to the compartment. Add fabric softener to the front of the compartment.

- Add any other liquid agents to the back of compartment (if this has been programmed).

Do not fill the compartments above the level marker with liquid agents. They will otherwise run through the siphon and into the suds container before they are needed.
**Bleaching agent**

Only use bleach on fabrics with the Δ symbol on the care label.

Liquid bleaching agents must only be dispensed through the designated dispenser drawer compartment. Only then it is ensured that the agent is added in to the second rinse cycle automatically. Liquid bleaching agents should only be used on colored textiles which have a wash care label stating that they are suitable for bleaching.

⚠️ Frequent use of chlorine products increases the risk of damage to components.

**Dyes, dye removers, and descaling agents**

Proprietary dyes, dye removers, and descaling agents may only be used in this machine if the manufacturer expressly states that they are suitable for use in a washing machine. The manufacturer’s instructions on the packaging must be observed.
Washing with detergent compartment

**Detergent dispensing**

Avoid dispensing more than the required amount as this can cause excessive foaming.

- Only use low foaming detergents.
- Dispense according to the detergent manufacturer's recommendations.

The amount to dispense will depend on:

- the amount of laundry
- the water hardness level in your area
- the type and level of soiling of the laundry

**Amount of detergent**

Please dispense according to water-hardness levels and follow the detergent manufacturer’s instructions.

**Water hardness levels**

<table>
<thead>
<tr>
<th>Hardness range</th>
<th>gpg</th>
<th>ppm</th>
</tr>
</thead>
<tbody>
<tr>
<td>I (soft)</td>
<td>0 - 8.7</td>
<td>0 - 149</td>
</tr>
<tr>
<td>II (medium)</td>
<td>8.7 - 14.6</td>
<td>149 - 249</td>
</tr>
<tr>
<td>III (hard)</td>
<td>Above 14.6</td>
<td>Above 249</td>
</tr>
</tbody>
</table>

Check with your local water supplier if you do not know the water hardness level in your area.
Starting a program

The program can be started as soon as the Start/Stop sensor control is flashing on and off.

Touch the Start/Stop sensor control.

The door will lock (🔒 symbol) and the program will start.

If a delay-start period has been selected, this will appear in the display.

The program duration will appear in the display either straight away or once the delay-start period has elapsed. The program sequence is also shown in the display.

Tip: You can use the pull-down menu to display the selected temperature, spin speed, and any selected extra options.

End of program

The door remains locked during the anti-crease phase. However, the washing machine door can be unlocked at any time by touching the Start/Stop sensor.

Removing the laundry

• Pull open the door.

• Remove the laundry.

Items left in the drum could discolor other items in the next wash or become discolored themselves.

Remove all items from the drum.

• Check the folds in the door seal for any foreign objects.

Tip: Leave the door slightly open to allow the drum to dry.

• Switch the washing machine off with the (_toolbar) button.

• If applicable, remove the used cap from the detergent dispenser drawer.

Tip: Leave the detergent dispenser drawer slightly open to allow it to dry.
Before the program starts, the timer can be used to select a program start time or program end time.

**Setting the timer**

- Touch the Timer sensor button.
- Select the Finish at, Start in, or Start at option.
- Set the hours and the minutes and confirm your entry with the OK sensor button.

**Changing the timer**

The selected delay-start period can be changed before the program starts.

- Touch the δ, θ, or τ sensor control.
- If required, change the specified time and confirm with the OK sensor control.

**Deleting the timer**

The selected delay-start period can be canceled before the program starts.

- Touch the δ, θ, or τ sensor button.
  
  The selected delay-start period will appear in the display.

- Touch the Delete sensor button.
- Confirm with the OK sensor button.

  The selected delay-start period is deleted.

**Starting the timer**

- Touch the Start/Stop sensor button.

  The door will lock and the time until the program starts will appear in the display.

| After the program has started, the selected delay-start period can only be changed or canceled by interrupting the program. |

| The program can be started immediately at any time. |

- Touch the Start immediately sensor button.
Frequently asked questions

**Power failure during the wash cycle**

- Switch off the machine.
- Switch the machine off with the on-site power switch.
- Close the on-site shut-off valves for water or steam.

To remove the laundry, first open the drain valve manually and then manually unlock the door.

- Guide the T 40 Torx wrench for the emergency-door release through the eye on the front of the machine.
- Open the drain valve by pulling the eye using the Torx wrench.
- Keep pulling the eye until the suds have drained away completely.

The suds will drain away.

- The emergency drain closes automatically when the Torx wrench is removed from the eye.
- Push the eye back in as far as it will go.

The drum door cannot be opened.

⚠️ Warning! Danger from rotating drum and danger of scalding. Before inserting the Torx wrench, make sure that the machine is disconnected, the drum has stopped, and there is no water in the machine.
Turn the release element with a T 40 Torx wrench two whole revolutions **counter-clockwise (left)**.

**Tip:** Pushing on the door at the same time makes it easier to turn the emergency-release element.

The release element is opposite the door hinge at the same height as the door handle (see diagram).

The release element must not be turned to the right. This damages the door lock.

The resistance will noticeably decrease. When the release element moves freely, the door is unlocked.

**Tip:** The release element does not need to be screwed back in.

The door can now be opened.

**Customer Service**

In the event of a malfunction, contact Customer Service.
When contacting Customer Service, please quote the model, serial number (SN), and material number (mat. no.) of your machine. This information can be found on the data plate. The data plate is visible above the porthole glass when the drum door is open, or on the back of the machine at the top:

<table>
<thead>
<tr>
<th>Model</th>
<th>SN:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Art.-Nr.</td>
<td>Mat.-Nr.</td>
</tr>
</tbody>
</table>

Please also tell Customer Service the fault message that appears on the machine display.

**Use only original Miele parts.** Customer Service will also require the model, serial number (SN), and material number (mat. no.) when ordering.
Frequently asked questions

Problem solving guide

With the help of the following guide, minor faults in the performance of the machine, some of which may result from incorrect operation, can be resolved without contacting Miele Technical Service. This will save time and money.

The following guide may help you to find the reason for a fault, and how to correct it. You should, however, note the following:

⚠️ Repair work to electrical appliances must only be carried out by a suitably qualified person in strict accordance with current local and national safety codes. Repairs and other work by unqualified persons could be dangerous.

The wash program will not start.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible cause and solution</th>
</tr>
</thead>
</table>
| The display remains dark, and the Start/Stop sensor control does not light up or flash. | There is no power to the machine.  
  - Check whether the washing machine is switched on.  
  - Check whether the washing machine is connected to the power supply.  
  - Check whether the circuit breaker has tripped.  
  
  The washing machine has switched off automatically to save energy.  
  - Switch the washing machine back on with the button. |
| There is a fault message on the display                                  | A program cannot be started while there is a fault message on the display.  
  - Note the information on the display.|
| The display is blank and the Start button indicator is flashing slowly.  | The display has switched off automatically to save energy (Standby mode).  
  - Press any button. Standby will end. |
<table>
<thead>
<tr>
<th>Problem</th>
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</tr>
</thead>
</table>
| **Liquid detergent is not achieving the required results.** | Liquid detergents do not usually contain bleaching agents. They do not remove fruit, coffee, and tea stains.  
- Use powder detergent containing a bleaching agent.  
- Pour stain removers into the drawer in the dispenser compartment and liquid detergent into a dispenser ball.  
- Never put stain removers and liquid detergent together in the detergent dispenser drawer. |
| **There are gray, oily particles clinging to washed laundry.** | Insufficient amounts of detergent were used. The laundry was heavily soiled with grease (oils, ointments).  
- Use more detergent or use liquid detergent with this type of soiled laundry.  
- Before washing the next load, run a 140°F (60°C) program with liquid detergent and no load. |
| **White residues which look like powder detergent are seen on dark textiles after washing.** | The detergent contained compounds (zeolites) to aid water softening which are not soluble in water. These have ended up on the laundry.  
- Try and brush off the residues with a soft brush once the laundry is dry.  
- In the future, wash dark textiles using a detergent which contains no zeolites. Liquid detergents do not usually contain zeolites. |
| **Textiles that were very greasy are not properly clean.** |  
- Select a program with pre-wash. Use liquid detergent for the pre-wash.  
- Use an industrially available powder detergent for the main wash.  
- The use of heavy-duty detergent is recommended in the main wash for very heavily soiled work clothing. Please seek advice from the detergent and cleaning agent manufacturer. |
## General problems with the washing machine

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible cause and solution</th>
</tr>
</thead>
</table>
| The machine vibrates during the spin cycle.                            | The machine feet are not level.  
  - Level the machine and adjust the feet.                                                                                                                                          |
| Large amounts of detergent residue remain in the detergent dispenser drawer.  | The water flow pressure is too low.  
  - Clean the filters in the water intake.  
  - Powder detergent used in conjunction with water softeners tends to become sticky.  
  - Clean the detergent dispenser drawer and in future, add detergent first and then the water softener into the compartment. |
| Fabric softener is not completely dispensed or too much water remains in the compartment.  | The siphon is not correctly positioned or is clogged up.  
  - Clean the siphon (see “Cleaning and care – Cleaning the detergent dispenser drawer”).                                                                                                                                 |
| The display is in a different language.                                | A different language has been selected in “Settings” → “Language”.  
  - Set the language you want. The flag symbol will guide you.                                                                                                                           |
| The door will not open.                                                | There is no power to the machine.  
  - Check that the machine is switched on.  
  - Check that the power supply to the machine is switched on.  
  - Check whether the fuse or circuit breaker has tripped.  
  - Power failure  
  - Open the drum door as described in the next section.  
  - There is still water in the drum and the machine is unable to drain.  
  - Check if the drain system is blocked. Clean the drainage system as described in the next section.  
  For safety reasons the drum door cannot be opened if the suds temperature is higher than 130 °F / 55 °C.  |
### Possible reasons for increased levels of foaming

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible cause and solution</th>
</tr>
</thead>
</table>
| Excessive foaming during the wash cycle. | You are using an unsuitable detergent.  
  - Only use detergent suitable for use in commercial washing machines. Domestic laundry detergent is not suitable. |
|                                  | You are using too much detergent.  
  - Dispense detergent following the instructions on the packaging and in accordance with local water hardness. |
|                                  | You are using very soft water.  
  - In areas with water hardness level 1, add less detergent in accordance with the detergent manufacturer’s instructions. |
|                                  | The items of laundry are only slightly soiled.  
  - For lightly soiled laundry, add less detergent in accordance with the detergent manufacturer’s instructions. |
|                                  | There are residues in the laundry (e.g., from detergent).  
  - Additionally, pre-rinse the laundry without setting a temperature and using detergent. |
|                                  | The load is too small.  
  - Reduce the amount of detergent. |
|                                  | The drum speed is too high during the wash cycle.  
  - Reduce the drum speed and wash rhythm. |

### Stretching of large items

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible cause and solution</th>
</tr>
</thead>
</table>
| Large items stretched during spinning | Large items can get stretched during spinning.  
  - This can mostly be prevented by reprogramming. Contact Customer Service. |

### Continuing a program after a power failure

If a running program is interrupted, e.g., by a power outage, the program can be continued when power is restored.

- Switch on the washing machine with the I button.
- Then press “START”.

The program will then continue with the next program stage.
Cleaning and care

- Carry out cleaning and maintenance of the washing machine after use if possible.

Do not use a pressure washer or water jet to clean the washing machine.

- Clean the **machine casing, control panel, and plastic parts** with a mild, non-abrasive cleaning agent or with a soft, damp cloth only. Wipe dry with a soft cloth.

Scouring agents will scratch the surface.

- Clean stainless-steel parts of the casing with a standard commercial stainless-steel cleaner.

- Remove any deposits from the door seal with a damp cloth.

Cleaning agent can seep into electrical components.

- When disinfecting the surfaces, use a damp cloth only to clean the front and around the door lock. Do not spray any liquids.

**Tip:** Heavy deposits of dust around the vents housing should be removed with a vacuum cleaner. The fan housing is located on the back of the machine.

**Build-up of rust**

The drum is made of stainless steel. Water containing iron or ferrous foreign objects (e.g., paper clips, iron knobs, or iron shavings), which are introduced with the laundry, can lead to rust formation in the drum. Clean the drum regularly in this case and if rust occurs, remove it immediately with a proprietary stainless-steel care product. Check the door seals for ferrous residues and clean thoroughly as described above. This must be carried out regularly.
Cleaning and care

Cleaning the detergent drawer, detergent compartments, and siphons

- Clean the detergent drawer and the detergent compartments thoroughly with hot water as required to remove detergent residues and incrustations.

- If the machine is not going to be used for a long time, leave the flap of the detergent drawer open.

- Also clean the siphons in the compartments for cleaning agents.

- Remove the siphon. Clean the siphon with hot water and reinsert it.
Cleaning and care

Cleaning the drip channel and siphon

- Open the flap on the detergent drawer to an angle of 45° and lift out the flap of the detergent drawer on the right side.

If the drip channel and associated drain connection are blocked, clean them.

- Check the vapor extraction grille on the rear of the machine for soiling from time to time and clean when necessary.

- The filters in the water intake valves (1) and the inlet hoses (2) must be checked for soiling from time to time and cleaned as necessary.
Installing the washing machine

The washing machine must be installed by Miele Customer Service or by an authorized dealer. Please observe the instructions in the installation plan.

This washing machine is only intended for items of laundry that have not been proofed with dangerous or inflammable substances.

- To avoid the risk of frost damage, the washing machine must not be located in rooms which may be subject to very low temperatures.
- Transport the machine inside the room on a pallet jack.

Do not remove or alter the feet of the machine. They could be damaged.

- Remove packaging carefully with a suitable tool.
- Lift the machine off the pallet using a pallet jack.

Securing the machine

- The feet of the washing machine must be secured to the concrete base using the fixtures and fastenings supplied.

Fittings supplied are for installation on a concrete floor. For other types of flooring please purchase suitable fitting materials separately.

General operating conditions

This washing machine is intended only for use in a industrial environment and must only be operated indoors.

Ambient temperature in installation room: 32 °F (0°C) to 140 °F (40°C).

Relative humidity: non-condensing

Depending on the nature of the installation site, sound emissions and vibration may occur.

Tip: Have the installation site inspected and seek the advice of a professional in instances where increased noise may cause a nuisance.
Facilitating maintenance
To facilitate future maintenance and servicing by Customer Service, the minimum clearances and distance to the wall must be provided to enable access.

- Observe the recommended distances from the wall for easier service access.

 Minimum safety distance to the wall approx. 15 3/4" (400 mm) to allow for maintenance.

- Adjust the washing machine’s adjustable feet until the machine is level.

 The washing machine must be completely level to ensure smooth operation.

Installation on a base
When installed on a raised base, the machine must be secured to the base and the base must be secured to the floor. When installed on a concrete base, the machine must be secured to the base.
Shipping struts

Removing the shipping struts

The 2 shipping struts in the front are secured with 3 hexagonal screws each. The shipping strut in the back is secured with 4 hexagonal screws. The shipping struts must only be removed at the installation site before the washing machine is commissioned.

- Remove the front and back panel:
- Unscrew the screws at the bottom of the front panel and remove the panel.
Installation

- Unscrew the screws at the bottom of the back panel and remove the panel.
- Loosen the hexagonal screws to remove the shipping struts.

Keep the shipping struts. They must be re-assembled before transporting the machine.

Water connection

Water pressure (flow pressure) of a minimum 14.5 psi (100 kPa)/max. 145 psi (1000 kPa) is required to guarantee problem free program operation.

The machine must be connected to the water supply using the inlet hoses provided.

Hoses must be replaced with hoses tested for a burst pressure of at least 1015 psi (7000 kPa) overpressure and for water temperatures of a minimum of 194 °F / 90 °C.

This also applies for associated connection fittings. Miele original replacement parts fulfil these requirements.

Tip: The hot water supply must not exceed a maximum temperature of 158 °F / 70 °C.
Dispensing-agent connection to the liquid-dispensing mixer compartment

Connections 1 and 2 are provided for viscous agents. These connectors are closed and must be drilled open using an 8 mm bit.

Connections 1 and 2 can also be used for high-pressure dispensing systems with water injection. The dispensing systems must be equipped with a separate drinking-water safety feature in accordance with EN 61770 and EN 1717.

Care must be taken to drill through the first wall (1) only, as there is a deflecting wall (2) 3/8" (10 mm) behind it. If the drilled-out connections are no longer required, they must be resealed.

Connections 3 to 12 are provided for liquid dispensing. These connectors are sealed and must be cut to suit the diameter of the hose with a suitable hacksaw. If opened connectors are no longer required, they must be capped off.
Installation

**Drainage**

Drain valve **DV** on machine side DN 70, on-site socket DN 70. Flow rate temporary 200 l/min.
If the slope for drainage is extremely steep, the piping must be vented to prevent a vacuum from forming in the washing machine’s drainage system.

Foam and vapor venting kit **BWS**
If excessive suds form, foam may escape from the vapor extraction. To remove the foam, an optional vapor venting kit (BWS) can be used.

**Electrical connection**

The electrical connection must only be carried out by a suitably qualified electrician in accordance with local and national regulations.

**Tip:** Open the machine lid. The connection points are located on the machine frame.

When installing a residual current device (RCD), it must be **Type B**.
The voltage is stated on the data plate.

For hard-wired machines, an all-pole means of deactivation must be provided on site. Switches with a minimum contact gap greater than 1/8" (3 mm) are suitable disconnectors.
The plug connector or isolator switch should be easily accessible at all times.

If the machine is disconnected from the electricity supply, the isolator must be lockable or the point of disconnection must be monitored at all times.

Please check the enclosed wiring diagram.
You can add extra options to the wash programs.
Not all extra options can be selected with every program. If an extra option is not listed, it is not permitted for use with the wash program in question.

**Selecting Options**
- Touch the **Extras** sensor button.
- Select one or more of the extra options available.
- Confirm with the **OK** sensor button if several extra options are available.

**Pre-wash** 🧼
A pre-wash can be added for heavily soiled laundry. Coarse soiling is loosened and removed before the main wash.

**Pre-rinse** 💧
The laundry is rinsed before the main wash to remove larger quantities of soiling, e.g., dust, sand.

**Rinse plus** 🧼+ An extra rinse can be activated to achieve a more thorough wash result.

**Soak** 🛀
For heavily soiled and stained items with protein stains. The soak duration is 10 minutes.

**Intensive** 🤒
For hard-wearing laundry that is very heavily soiled. Cleaning efficiency is increased through more intense mechanical action and the application of more heat energy.

**Water plus** 🌊
The water level in the main wash and the rinses will be increased.

**Rinse hold** 🧼
The laundry is not spun after the final rinse and remains in the rinse water. This helps prevent creasing if the laundry is not going to be removed from the washing machine drum immediately after the end of the program.
Fill stop

Water is drained out of the machine before the last rinse and the program stops. Laundry after-treatment agents, such as starch, can be added via the detergent dispenser drawer.

The program is continued with the Start/Stop sensor button.
Special features in the program sequence

Spinning

Final spin speed
When a program is selected, the maximum spin speed for this wash program is shown in the display.

You can reduce the final spin speed.

However, you cannot select a final spin speed higher than that shown in the chart.

Rinse-spin
There is a spin cycle after the main wash and between the rinse cycles. A reduction in the final spin speed will also reduce the rinse-spin speed as appropriate.

Omitting the final spin (Rinse hold)
- Select the Rinse hold extra option and then the Drain program. After the last rinse cycle, the water will be pumped away and the Anti-crease phase will switch on.

Anti-crease
At the end of the program, the drum continues to turn at intervals for up to 30 minutes to help prevent creasing. The washing machine can be opened at any time.

There is no anti-crease phase at the end of some programs.
Changing the program sequence

Changing a program

Before selecting a new program, cancel the current program and select a new one.

Canceling a program

You can cancel a wash program at any time after it has started.

- Touch the Start/Stop sensor button.

The following will appear in the display:

ℹ Cancel the program?

- Select yes.

The following will appear in the display:

Program cancelled.

The suds are pumped away.

- Wait until the door unlocks.

- Pull open the door.

- Remove the laundry.

Switching on the washing machine after a power failure

If the washing machine is switched off with the ① button during a wash program, the program will be interrupted.

- Switch the washing machine back on with the ① button.

- Note the message in the display.

- Touch the Start/Stop sensor button.

The program will also be interrupted if power is interrupted by a power outage.

- When power is restored, confirm the message in the display with OK.

- Touch the Start/Stop sensor button.

The program continues.
Changing the program sequence

Adding or removing laundry

You can add or remove items during the first few minutes after the program has started.

Touch the Add laundry sensor button.

If the message Add laundry is not visible in the display then it is no longer possible to add items of laundry.

The wash program will stop and the door will unlock.

Risk of chemical burns from detergent.
When adding or removing laundry, your skin may come into contact with detergent, particularly if the detergent is dispensed externally.
Take care when placing your hands inside the drum.
If suds have come into contact with the skin, rinse off immediately with plenty of lukewarm water.

Pull open the door.
Add laundry or remove individual items.
Close the door.
Touch the Start/Stop sensor button.

The wash program will continue.

The door lock will remain activated if the temperature in the drum is above 130°F (55°C). The door lock will not deactivate until the temperature has dropped to below 130°F (55°C).
Supervisor level

Opening the Supervisor level

- Switch on the washing machine.

- Touch the Supervisor sensor button.

The display will change to the Supervisor level menu.

Code-based access

The Supervisor level is accessed using a code.

The code is 000 (factory default).

Changing the PIN code

You can alter the Supervisor level access code to protect the washing machine from unauthorized access.

Please inform Miele Technical Service if you have forgotten your new code. Technical Service will have to reset the code. Make a note of your new code and store it in a safe place.

Closing the settings menu

- Touch the sensor control.

The display will then go back to the previous menu level.

- Touch the sensor control.

The display will change to the main menu.
Operation/display

The display can be set to appear in one of several different languages. To select the permanent supervisor language you want, go to the Languages submenu.

When a program is running, you can change the user language using the sensor button.

Language menu

The display can be set to one of several different user languages. This setting allows you to determine how languages can be selected.

International

6 languages are available. The sensor button is not active. Note the setting Set languages.

Language setting

The sensor button can be used to select a language. All languages are available (factory default).

You can change the order of the first 4 languages. These slots are allocated to the most commonly used languages.

Standard language

The user language cannot be changed. The user language is the same as the supervisor language. The sensor button is not active.

Set languages

The languages for the Language entry International setting can be changed.

6 languages can be selected. All languages are available.

If you wish to add a new language to the language menu:

■ First select the language you want to replace.

All available languages are displayed.

■ Select and confirm the language to replace the previous language.

The new language appears instead of the old one.

Display brightness

The brightness of the display can be altered. The setting depends on the various lighting conditions in the place of installation.

It can be set to one of 10 different levels.
Supervisor level

Clock display
- After selecting the clock format, you can set the time of day.
  - **Clock format**
  - 24 h clock
  - 12 h clock
  - No clock
  - The time can be set.

Date
- The date can be set after selecting the date format.
  - **Date format**
  - DD.MM.YYYY
  - YYYY.MM.DD
  - MM.DD.YYYY
  - The date can be set.

Volume
- The volume for various sounds can be changed.
  - Finish tone
  - Keypad tone
  - Welcome tone
  - Fault alarm
  - It can be set to one of 7 different levels or switched off altogether.
  - The fault alarm can be activated or deactivated.

Visibility parameters
- Various parameters, such as the temperature, spin speed, extra options, etc., are displayed when a program is selected. You can decide which parameters should not be displayed. These parameters can then not be edited during program selection.
  - Factory default: All parameters are visible (marked in orange)

Sort Options
- Under the setting Visibility parameters, Sort Extras appears in the bottom line. Touch the sensor button to change the sequence of extra options (see “Supervisor level – Arranging programs”).

Machine off status
- In order to save energy, the washing machine will switch off automatically after the end of the program or if no further selection is made. You can change this setting.
  - Changing this setting leads to increased energy consumption.
  - No switch off
  - Switch off after 15 minutes (factory default)
Supervisor level

- Switch off after 20 minutes
- Switch off after 30 minutes

**Delay start**
The delay start (timer) display can be switched on or off.
Factory default: On

**Memory**
The washing machine will save the settings (temperature, spin speed, and some of the options) which have been selected for a wash program after the program has started.
When the wash program is chosen again, the saved settings will appear in the display.
Factory default: Off

**Temperature unit**
You can select the unit for the temperature display.
Factory default: °C/Celsius

**Weight unit**
You can decide whether load quantities are displayed in “kg” or “lbs”. You can also switch this information off altogether.
Factory default: kg
You can alter the access code to the Supervisor level.

- Enter the current code.
- Enter a new code.
Supervisor level

Program selection

You can select whether the washing machine is operated as a laundromat machine. Shortcuts are the easiest way to operate the machine. Operating staff are unable to change pre-set programs.

**Tip:** Start by configuring all necessary settings and changes to the washing machine before adjusting any of the options below.

If “Laundromat, basic” or “Laundromat, Logo” are selected, the Supervisor level can no longer be opened from the display after the Supervisor level is closed. Please follow the instructions below if you wish to change any other settings.

### Opening the Supervisor level (laundromat version)

- Switch on the washing machine and open the door.
- Touch the Start/Stop sensor control and hold it down while carrying out steps 2–3.
- Close the washing machine door.
- The Start/Stop sensor control will now be flashing quickly; wait until it lights up constantly.
- Release the Start/Stop sensor control when the Start/Stop sensor control lights up constantly.

**Standard** (factory default).

All functions and programs can be displayed.

**Laundromat, basic**

Up to 12 programs are available. Go to Favorite programs to select which programs are to be listed.

**Laundromat Logo**

Up to 12 programs are available. Go to Favorite programs to select which programs are to be listed.

**External program selection**

Programs are selected using a communication module, e.g., an external terminal.
### Program packages
The selection of programs can be expanded by activating single programs from the target group program packages.

The programs selected from the program packages (marked in orange) are displayed under program selection.

### Sort programs
Programs can be moved within the program list and in the Favorites list.

Factory default: Off

### Moving programs
- Touch the sensor control for the program you want to move.
- Press and hold the sensor control until the frame changes.
- Drag the program to the required place.

### Program color allocation
You can assign a color to a Favorite program. In the list of Favorites, each Favorite program is given a colored frame, which can be adjusted.

Factory default: On

### Hygiene
If a program at a temperature below 140°F (60°C) has been used, a request to start the Maintenance Wash Hygiene program appears in the display.

Factory default: Off

### Expert code
A code has to be entered to cancel a disinfection program. The code can be modified.

The code is: 0 0 0

Make a note of your new code if you ever change it.
Supervisor level

Process technology

**Anti-crease**
The Anti-crease function helps prevent creasing after the end of the program. At the end of the program, the drum continues to turn for up to 30 minutes.

The washing machine door can be opened at any time during the Anti-crease phase.

Factory default: On

**Service interval**
Service information can appear in the display. You can configure whether a date or the number of operating hours is displayed.

You can select up to 3 messages with their own text.

Your message is displayed at the end of the program and can be acknowledged with **OK**. The same message appears at the end of the next program.

**Settings**
This setting allows you to determine the interval (by hours or date) at which the message appears.
- Factory default: Off
- By time
  You can then select a time interval from 1–9,999 hours.
- By date
  You can then enter a date.

**Message text**
Enter your message for your planned maintenance work.

**Resetting the display**
The message appears until the display is permanently reset. The message then appears again once the next interval is reached.
Water intake

Pre-wash
You can select the water type for the pre-wash.
- Cold
  Only cold water is used for the pre-wash.
- Hot
  Hot water is also added for the pre-wash. Hot water can only be added if the wash temperature is above 86°F (30°C).

Main wash
You can select the water type for the main wash.
- Cold
  Only cold water is used for the main wash.
- Hot
  Hot water is also added for the main wash. Hot water can only be added if the wash temperature is above 86°F (30°C).

Program cycle times will be longer if the washing machine is not connected for hot water; this may mean that the “Time left” display is incorrect.

First rinse
You can select the water type for the first rinse in some programs.
- Cold (factory default)
  Only cold water is used for the first rinse.
- Hot
  Hot water is also added for the first rinse.

Final rinse
You can select the water type for the last rinse in some programs.
- Cold (factory default)
  Only cold water is used for the final rinse.
- Hot
  Hot water is also added for the final rinse (only possible for programs with a temperature of at least 140°F /60°C).

Legal Information

Open Source Licenses
You can view information here (see WiFi data protection).
## PWM 912 machine data

### Electrical connection

<table>
<thead>
<tr>
<th>Connection voltage</th>
<th>See data plate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequency</td>
<td>See data plate</td>
</tr>
<tr>
<td>Power rating</td>
<td>See data plate</td>
</tr>
<tr>
<td>Rated current</td>
<td>See data plate</td>
</tr>
<tr>
<td>Fuse rating</td>
<td>See data plate</td>
</tr>
<tr>
<td>Heat</td>
<td>See data plate</td>
</tr>
</tbody>
</table>

### Installation dimensions

| Casing width (without add-on components) | 31 5/16" (795 mm) |
| Casing height (without add-on components) | 52 7/16" (1332 mm) |
| Casing depth (without add-on components) | 32 1/2" (825 mm) |
| Overall machine width | 31 7/16" (799 mm) |
| Overall machine height | 53" (1347 mm) |
| Overall machine depth | 40 15/16" (1023.5 mm) |
| Minimum width of transport opening | 35 1/4" (895 mm) |
| Minimum distance between wall and front of appliance | 51 3/16" (1300 mm) |
| Minimum distance between wall and rear of appliance | 12 7/8" (327 mm) |

### Weight and floor load

<table>
<thead>
<tr>
<th>Net weight</th>
<th>see installation plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum floor load during operation</td>
<td>see installation plan</td>
</tr>
</tbody>
</table>

### Product safety

<table>
<thead>
<tr>
<th>Product safety standard</th>
<th>US Field Evaluation UL 1206</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>NFPA 70, for bonding and grounding only</td>
</tr>
</tbody>
</table>

### WiFi

<table>
<thead>
<tr>
<th>Frequency range of the WiFi module</th>
<th>2.400–2.4835 GHz</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum transmission power of the WiFi module</td>
<td>&lt; 100 mW</td>
</tr>
</tbody>
</table>
### Technical data

#### PWM 916 machine data

**Electrical connection**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connection voltage</td>
<td>See data plate</td>
</tr>
<tr>
<td>Frequency</td>
<td>See data plate</td>
</tr>
<tr>
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<td>See data plate</td>
</tr>
<tr>
<td>Heat</td>
<td>See data plate</td>
</tr>
</tbody>
</table>

**Installation dimensions**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casing width (without add-on components)</td>
<td>36 1/4&quot; (920 mm)</td>
</tr>
<tr>
<td>Casing height (without add-on components)</td>
<td>56 3/8&quot; (1432 mm)</td>
</tr>
<tr>
<td>Casing depth (without add-on components)</td>
<td>29 11/16&quot; (754 mm)</td>
</tr>
<tr>
<td>Overall machine width</td>
<td>36 3/8&quot; (924 mm)</td>
</tr>
<tr>
<td>Overall machine height</td>
<td>56 15/16&quot; (1447 mm)</td>
</tr>
<tr>
<td>Overall machine depth</td>
<td>37 1/2&quot; (953 mm)</td>
</tr>
<tr>
<td>Minimum width of transport opening</td>
<td>40 3/16&quot; (1020 mm)</td>
</tr>
<tr>
<td>Minimum distance between wall and front of appliance</td>
<td>50 3/8&quot; (1280 mm)</td>
</tr>
<tr>
<td>Minimum distance between wall and rear of appliance</td>
<td>12 7/8&quot; (327 mm)</td>
</tr>
</tbody>
</table>

**Weight and floor load**

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## Technical data

### PWM 920 machine data

#### Electrical connection

<table>
<thead>
<tr>
<th>Parameter</th>
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<tbody>
<tr>
<td>Connection voltage</td>
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<tr>
<td>Frequency</td>
<td>See data plate</td>
</tr>
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</tr>
<tr>
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#### Installation dimensions

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#### Weight and floor load

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</tbody>
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ANY CHANGES OR MODIFICATIONS NOT EXPRESSLY APPROVED BY THE PARTY RE-
SPONSIBLE FOR COMPLIANCE COULD VOID THE USER’S AUTHORITY TO OPERATE
THE EQUIPMENT.

THIS DEVICE COMPLIES WITH PART 15 OF THE FCC RULES AND CONTAINS LICENSE-
EXEMPT TRANSMITTER(S)/RECEIVER(S) THAT COMPLY WITH INNOVATION, SCIENCE
AND ECONOMIC DEVELOPMENT CANADA’S LICENCE-EXEMPT RSS STANDARD(S). OP-
ERATION IS SUBJECT TO THE FOLLOWING TWO CONDITIONS: (1) THIS DEVICE MAY
NOT CAUSE HARMFUL INTERFERENCE, AND (2) THIS DEVICE MUST ACCEPT ANY IN-
TERFERENCE RECEIVED, INCLUDING INTERFERENCE THAT MAY CAUSE UNDESIRED
OPERATION.

Contains FCC ID: 2ACUWEK047
Contains IC: 5669C-EK047

RADIATION EXPOSURE STATEMENT: THIS EQUIPMENT COMPLIES WITH FCC AND
WITH ISED RADIATION EXPOSURE LIMITS SET FORTH FOR AN UNCONTROLLED ENVI-
RONMENT. THIS EQUIPMENT SHOULD BE INSTALLED AND OPERATED WITH A MINI-
MUM DISTANCE OF 20CM BETWEEN THE RADIATOR AND YOUR BODY. THIS DEVICE
AND ITS ANTENNA(S) MUST NOT BE CO-LOCATED OR OPERATION IN CONJUNCTION
WITH ANY OTHER ANTENNA OR TRANSMITTER.
WiFi data protection

Data protection and data security
When you activate the networking function and connect your machine to the Internet, your machine sends the following data to the Miele Cloud:

- machine serial number
- machine model and technical features
- machine status
- information about the software status of your machine

Initially, this data cannot be assigned to a specific user and is not saved permanently. Data cannot be saved permanently or assigned to a specific user until after you have linked your machine to a user. Data transmission and processing are governed by Miele's strict security standards.

Factory default settings for network configuration
You can reset all of the settings on the communication module or your integrated WiFi module to the factory default settings. The network configuration should be reset whenever a machine is being disposed of or sold, or if a used machine is being put into operation. This is the only way to ensure that all personal data has been removed and the previous owner will no longer be able to access the machine.

Copyrights and licenses
For the purpose of operating and controlling the communication module, Miele uses proprietary or third-party software that is not covered by open source licensing terms. This software/these software components are protected by copyright. The copyrights held by Miele and third parties must be respected.

This communication module contains software components which are distributed under open source license conditions. The open-source components contained in the machine along with the corresponding copyright notices, copies of the licensing conditions valid at the time, and any additional information can be accessed locally by IP via a web browser (https://<IP address>/Licenses). The liability and warranty arrangements for the open source licenses displayed in this location only apply in relation to the respective rights holders.
Please have the model and serial number of your machine available when contacting Technical Service.

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Princeton, NJ 08540
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prosales@mieleusa.com

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proservice@mieleusa.com

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Miele Limited

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serviceprofessional@miele.ca

Manufacturer: Miele & Cie. KG
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