



appWash

The Premium Managed  
Laundry Room Solution



# Who we are

We are a 100% Miele subsidiary, combining the strength of an international corporate with the agility of an innovative start-up.

## Miele & Cie. KG

- World's leading supplier of premium home appliances.
- Founded in 1899.
- Active in more than 100 countries.
- Employs around 23,000 people worldwide.
- Headquarters in Germany.
- Family owned and driven by the 4th generation.

## Miele Operations & Payment Solutions

- Founded in 2019 with the goal of becoming the leading European provider of managed laundry room solutions.
- Active in more than 25 countries.
- More than 225.000 users and over 6.000 connected machines.
- Headquarters in Germany with offices in UK, Spain and Australia.

# What do we want to achieve for you?

- **Premium quality for users:**  
Miele Professional machines and modern payment systems from a single source.
- **Less work:**  
No more coins & prepaid cards; no more deposits at the bank.
- **Reduced staff involvement:**  
Our intuitive system, instructions and free user assistance resolve any questions.
- **No hidden costs:**  
We take care of the maintenance and repairs.
- **Transparency via our operator portal:**  
Access to the history of all transactions is always available.



SERVICED  
APARTMENTS  
& CO-LIVING



# Fully digital for your tenant.

Checking availability and immediate booking of machines at any time.

Full cost control with automatic refund process.

On hand in-app support via chat. 7 days a week, 365 days a year.

Available in more than 15 languages and 10 currencies.



Use without registration.

Machine selection and payment in just 4 clicks.

Contactless payment and by swiping or inserting the card.

Payment by card, smartphone, smartwatch, tablet etc.

Secure data processing.

Payments possible with:



and others.\*



# Technical equipment.



appWash tap & go



230 V LAN / LTE



appWash smartphone

5G / 4G  
or Wi-Fi



5G / 4G



appWash  
connector box



230 V



LTE

# We offer our services in two partnership models.

## I. appWash RELAX – We operate.



→ We provide you with Miele Professional machines for free & set up the appWash system (cloud, app & terminal).



→ We take charge of repair works, maintenance as well as user support.



→ We transmit compensation payments for your energy costs.

We manage the laundry room.

Miele Operations & Payment Solutions

## II. appWash PAY – You operate.



→ You invest in Miele machines & the appWash system.



→ We connect your machines to the cloud, set up the app & optionally our terminal and support your users in the chat.



→ We take care of the entire billing process for you.

We are the payment service provider.

Powered by 

# Contact details.

## Miele Operations & Payment Solutions

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- Product development
- Pilot phases
- Product launch

