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Miele earns top nods for performance and reliability in J.D. Power and Associates Study

**Highest in Customer Satisfaction with Dishwashers,
Two Years in a Row, by J.D. Power and Associates**

Princeton, NJ – For the second consecutive year, J.D. Power and Associates has ranked Miele dishwashers highest in customer satisfaction. According to the most recent findings of the J.D. Power and Associates 2011 Kitchen Appliance StudySM, Miele dishwashers performed particularly well in two key categories, performance and reliability and warranty.

“We are very pleased to see the results of this year’s J.D. Power and Associates Study,” said Paul McCormack, Director of Public Relations for Miele. “The ranking demonstrates how we are maintaining a tradition of excellence that imparts outstanding German engineering, solid construction and unprecedented cleaning quality into every dishwasher we produce. It’s with this unwavering commitment that gives us the confidence to offer an unprecedented 90 day money back performance guarantee on every dishwasher.” Miele is, in fact, the only brand in America that guarantees quiet, operational and brilliant cleaning results - an offer that has been in place for over 6 years.

Miele received a score of 814 out of 1000 in the J.D. Power and Associates 2010-2011 Kitchen Appliance Satisfaction StudySM. The study is based on 13,492 responses reviewing 19 brands and measures opinions of consumers who purchased dishwashers from a retail store or their new-home builder during the previous 24 months. Consumers who participated in the study were surveyed in March-April 2011.

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In the J.D. Power and Associates 2011 Kitchen Appliance Study, customer satisfaction is based on several key factors: performance and reliability (including how well the appliance functions, noise level and energy efficiency), features (such as the usefulness of settings available and appliance capacity), ease of use, styling and appearance, price, and warranty.

About J.D. Power and Associates

Headquartered in Westlake Village, California, J.D. Power and Associates is a global marketing information services company operating in key business sectors including market research, forecasting, performance improvement, Web intelligence and customer satisfaction. For more information, please visit JDPower.com. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

About Miele

Founded in Germany in 1899 with a single promise of Immer Besser a phrase meaning Forever Better, Miele has dynamically grown to become the world's largest family-owned and operated appliance company with more than 16,600 employees, 12 production facilities, representation in nearly 100 countries and annual turnover of €2.83bn, approximately \$3.62 billion (2009/10). As a premium appliance brand represented on all continents, Miele is steadfastly committed to the highest quality, performance and environmental standards. Miele's range of exceptional consumer appliances includes: vacuum cleaners; laundry systems; rotary irons; dishwashers; built-in convection, speed and steam ovens; cooktops; ventilation hoods; refrigeration; wine storage and espresso/coffee systems. Additionally, Miele Professional (the commercial product division) offers dishwashers, washing machines, tumble dryers and rotary irons for commercial use as well as washer-disinfectors for medical, dental and laboratory applications. To enhance your experience and learn more about Miele, visit www.mieleusa.com, find us on Facebook at www.facebook.com/mieleus, watch us on www.youtube.com/mieleus and follow us on Twitter @MieleUSA.

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