

Yes, we are familiar with this issue and indeed have developed a solution.

Only a few years after Miele introduced a new motor series (MRT37), problems arose concerning the collector (or commutator).

New environmental regulations no longer allowed the application of the conventional glue to attach the copper strips to the collector.

Of course the new glue was tested, but apparently not good enough.

Under certain circumstances, one or two strips could loosen from the collector.

As a consequence the contact with these strips became feeble.

The brush at the positive pole then started to spray carbon ions over the gap.

This is why only one brush wears much faster than the other one.

There are some signs from which you may infer that a motor fault is at hand.

- one carbon brush (plus pole) is significantly shorter than the other one
- one of the gaps in the commutator ring is slightly broader than usual
- signs of overheating around the specific gap
- motor not able to exert any power

Our solution:

First: Because of this known problem with this motor and because it is very hard to exclude that the motor is affected (the commutator may have been polished), we do not advise to go for a refurbished motor without being sure the motor core is brand new.

A proper solution does not come cheap:

- You may buy a new motor from Miele: €235,00 + shipping (Our price: € 225,00 + shipping)
- You may consider our alternative: a new motor core with refurbished brush cap (new original brushes, exchange of old motor) for € 189,00

If you already bought new brushes, you may reuse these. This brings down the price to € 159,00

Because shipping your old motor over the sea, can be a bit of an obstacle, you may also build up your new motor yourself:

- order the new motor core (€ 149,00)

- transfer the tachometer magnet from the old motor to the new one (use Loctite)
- transfer the brush cap from the old motor to the new one

Notice: the manufacturing process at Miele has been adjusted since 2010 (I estimate) to prevent this known problem in new motor cores.

We keep our stock of new Miele MRT37 motor cores updated.

Prices include 21% Dutch VAT.

Shipping to the UK is € 13,00.

Kind regards,

Peter Stuart