

CUSTOMER TESTIMONIAL

Plate & Count System

easySpiral Pro & easySpiral Dilute
Automatic Platers
Scan 4000
HD Automatic Colony Counter



Agenics Labs is an independent national water testing laboratory that specializes in microorganism and chemical analysis of dental unit waterlines which stimulate bacterial growth and biofilm formation because of long - narrow tubing, inconsistent flow rates and retraction of oral fluids. Agenics Labs tests, according to **method 9215C**, on R2A agar for heterotrophic bacteria (specifically water - based coliform bacteria). The principal of the method is to measure colony formation on culture media of heterotrophic bacteria in drinking water.

Location: Palmer Lake, Colorado, USA

Works with: easySpiral Pro, easySpiral Dilute & Scan 4000

David Gilmore, Equipment Manager, offers a **Plate & Count testimonial** exploiting the **benefits** of integrating the **easySpiral platers** and **Scan 4000** into the **dental unit waterlines industry**.



How does Interscience Plate & Count system improve the validation process in your dental unit waterlines analysis?

his Plate & Count system

David Gilmore, Equipment Manager, showing

David Gilmore: "The easySpiral platers have **simplified** our plating process which allowed the laboratory to **process more samples in a smaller time period**. With the introduction of the Interscience easySpiral platers we were able to **increase** the laboratory's output **dramatically**, which allowed Agenics Labs to effectively handle a larger customer base. The Scan 4000 also optimized the laboratory and reporting workflow. Prior to the Scan 4000 the laboratory would manually record colony counts and input the data into a LIMS system. **The Scan 4000 reduced analysis and reporting times immensely**. The further optimization allowed the laboratory team to explore new methods for Agenics Labs."

"In our laboratory the **easySpiral platers** are used to plate customer samples onto agar plates. After incubation, those plates are then analyzed with the **Scan 4000** and the Interscience generated report is sent to our customers. **Automation was a necessity to optimize our workflow and create reliably consistent results.**"

David Gilmore
Equipment Manager

What do you like most about the Plate & Count system?

interscience in the world

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David Gilmore: "The greatest aspect of the easySpiral Plater is the ease of use. Operation of the plater only requires one or two buttons to press to plate a sample. The fluidics system is simple and accessible, allowing the laboratory to **easily** clean tubing, filters and connections. The **maintenance** of the machine is **simple** and **consistently effective**. To Agenics the most influential aspect of the Scan 4000 is the **PDF summary report**, which is by far the most **useful tool** when assisting our customers. Another bonus of the **Scan 4000** is the **durability** and **consistency**. After 2 years of use the light bulbs, camera, and transparent stage are all in **terrific shape!**"

"**Pictures** are truly worth a thousand words within our industry and being able to **provide photos** to our customers is **essential**"

David Gilmore
Equipment Manager

Why did you choose Interscience? How would you describe Interscience products?

David Gilmore: "I personally did not make the decision to purchase from Interscience, **but I am glad that we did!** Much of the laboratory equipment available from other vendors is not suitable for our workloads. **The reliability of the Interscience automats allows us to confidently operate laboratory activities without a second thought.** I describe Interscience products as **Dependable, Accurate and Easy**".

What is your experience with Interscience?

"Interscience has always been open to help the company with any questions or concerns. For example, we were considering the purchase of a **ScanStation**. After contacting Interscience with interest in the ScanStation, I was able to organize a meeting, quote, and follow up meeting within a week. The **sales team** is **incredibly receptive to our needs** and **provided sensible professional recommendations**. Another example is **how the sales team optimized our preventive maintenance scheduling**. Usually, platers would be sent in for preventive maintenance and it may take some time. An Interscience representative reached out to us and was able to accommodate **a new system** that would allow the lab **to perform all preventive maintenance for all machines in a single day.**"

"Interscience attentiveness spoke volumes and assured me that **Interscience is a name that truly cares**. Interscience has allowed us to **increase** our **workload** while also **maintaining consistent and reliable results**. Interscience customer support systems, like sales representative and technical representatives, are **ready to assist without exception.**"

David Gilmore
Equipment Manager

Protocol of Analysis

Water testing analyses of Dental Unit Waterlines. Testing for heterotrophic bacteria, especially, water - based coliforms.

What is your protocol?

- **Number of Petri dishes plated:** 240 - 1,000/ day
- **Dilutions (manual /automatic):** **automatic** using the **easySpiral Dilute**, automatic plater
- **Microorganisms analyzed:** Bacteria, *i.e.*, Coliforms
- **Medium:** R2A, minimal agar medium
- **Colony counting:** **Scan 4000**, automatic end - point colony counter