Dear survey participants,

Thank you for taking your time, to take part in our survey for possible improvements of our water bath series.

As you are a valuable customer of ours, your opinion is very important to us.

This is why we would like to kindly ask you to spend a few minutes of your time for this questioner. Your helpful comments are much appreciated and your feedback will help us to continually improve on the customers’ requirements.

Your information will be evaluated anonymously (except you wish a personal contact).

Which sector are you working in?

|  |  |  |
| --- | --- | --- |
| Pharmacy | Cosmetics | Food Industry |
| Biotech | Medicine | Chemistry |
| Industry | Universities / Schools | |  | | --- | |  |   Others: |

Which business sector are you working in?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Purchase | Production | | | Research and Development |
| Sales | |  | | --- | |  |   Others | | |  |
|  |  | | |  |
| How many water baths do you use? | | | 3 |

For which application(s) do you use a water bath?

|  |
| --- |
| For incubation of media and tubes |
|  |

Please describe your standard application in more detail:

|  |
| --- |
| Incubation of culture media for microbiological research (MIC) |
|  |

At which temperature(s) do you use the water bath?

|  |  |  |  |
| --- | --- | --- | --- |
| 37 °C | |  | | --- | | boiling stage |   under 30 °C |  |
| 40-45 °C | 95 °C |  |
| 46-60 °C | |  | | --- | |  |   Others: |  |

If you use the boiling stage: For which application do you use it?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| |  | | --- | | Not applicable | |  | |  |  |

|  |  |
| --- | --- |
| How many different temperatures do you use overall? | 2-4 |

On average, how long is the water bath in operation (= switched on)?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| less than 2 hours | 1-2 days | | |  |
| 2-5 hours | 2-5 days | | |  |
| 6-9 hours | |  | | --- | |  |   others: | | |  |
| How often do you change the temperature or other parameters during an operating time? | | | 2 |
|  | | |  |

What containers do you use in the water bath?

|  |
| --- |
| None, we incubate only glass bottles |
|  |

Did you also consider purchasing a heating circulator when buying a water bath?

If so, why did you choose a water bath?

|  |
| --- |
| No, because a circulator let fall the glass bottles in the waterbath |
|  |

In which areas / for which applications are heating circulators used instead of water baths?

|  |
| --- |
| None |
|  |

Are there applications that can be operated with both water baths and heating circulators? If so, what are those applications?

|  |
| --- |
| None |
|  |

Why did you choose a Memmert water bath in the past?

|  |  |  |
| --- | --- | --- |
| price | material | popularity of the brand Memmert |
| size diversity | heating up time | robustness |
| range of options | temperature distribution | others:   |  | | --- | |  | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **How satisfied are you in general with the products of the company Memmert in relation to:** | | | **very satisfied** | | | **Rather satisfied** | | | | **rather not satisfied** | | | **Not satisfied** | | | | **No information** | | |
| robustness | | |  | | |  | | | |  | | |  | | | |  | | |
| operation friendly | | |  | | |  | | | |  | | |  | | | |  | | |
| price level | | |  | | |  | | | |  | | |  | | | |  | | |
| quality | | |  | | |  | | | |  | | |  | | | |  | | |
| reliability | | |  | | |  | | | |  | | |  | | | |  | | |
| Innovative strength of the products | | |  | | |  | | | |  | | |  | | | |  | | |
| product variety | | |  | | |  | | | |  | | |  | | | |  | | |
| Available options | | |  | | |  | | | |  | | |  | | | |  | | |
| Design | | |  | | |  | | | |  | | |  | | | |  | | |
| Performance (Accuracy, heating times, etc.) | | |  | | |  | | | |  | | |  | | | |  | | |
|  |  | | | | | |  | | | |  | | | |  | | | |  | |
|  |  | | |  | | | |  | | |  | | |  | | | |
| **Which of the following features / requirements are important to your decision when purchasing a water bath?** | | **Very important** | | | **Rather important** | | | | **Rather not important** | | | **Not important** | | | | **No information** | | | |
| Protection of the device from being adjusted by unauthorized persons (key lock) | |  | | |  | | | |  | | |  | | | |  | | | |
| reliability | |  | | |  | | | |  | | |  | | | |  | | | |
| robustness | |  | | |  | | | |  | | |  | | | |  | | | |
| quality | |  | | |  | | | |  | | |  | | | |  | | | |
| operation friendly | |  | | |  | | | |  | | |  | | | |  | | | |
|  | |  | | |  | | | |  | | |  | | | |  | | | |
|  | |  | | |  | | | |  | | |  | | | |  | | | |
| **Which of the following features / requirements are important to your decision when purchasing a water bath?** | | **Very important** | | | **Rather important** | | | | **Rather not important** | | | **Not important** | | | | **No information** | | | |
| Interface for readingout data | |  | | |  | | | |  | | |  | | | |  | | | |
| Interface for integration into networks | |  | | |  | | | |  | | |  | | | |  | | | |
| Interface for remote control / data transmission | |  | | |  | | | |  | | |  | | | |  | | | |
| unrestricted view of the samples (even with closed lid) | |  | | |  | | | |  | | |  | | | |  | | | |
| Retrofitable circulation pump | |  | | |  | | | |  | | |  | | | |  | | | |
| Calibration | |  | | |  | | | |  | | |  | | | |  | | | |
| Easy to clean tub | |  | | |  | | | |  | | |  | | | |  | | | |
| Faster heating times   |  | | --- | |  |   What do you mean by a reasonable heat-up time:  Your water bath size:   |  | | --- | |  |   Heating up time: | |  | | |  | | | |  | | |  | | | |  | | | |
| Price | |  | | |  | | | |  | | |  | | | |  | | | |
| Passivation of the tub to improve corrosion resistance as an option | |  | | |  | | | |  | | |  | | | |  | | | |
| Temperature distribution   |  | | --- | | 1- ± 4°C |   What are the max. tolerable deviations at your standard working temperature:     |  | | --- | |  |   +/- K spatial | |  | | |  | | | |  | | |  | | | |  | | | |
| Temperature variation   |  | | --- | | ± 2°C |   What are the max. tolerable deviations at your standard working temperature:     |  | | --- | |  |   +/- K temporal | |  | | |  | | | |  | | |  | | | |  | | | |
|  | |  | | |  | | | |  | | |  | | | |  | | | |
|  | |  | | |  | | | |  | | |  | | | |  | | | |
| **Which of the following features / requirements are important to your decision when purchasing a water bath?** | | **Very important** | | | **Rather important** | | | | **Rather not important** | | | **Not important** | | | | **No information** | | | |
| Easy and quick emptying of the tub  What do you mean by an appropriate discharge duration:  Your water bath size:   |  | | --- | |  |   discharge-time:   |  | | --- | | Max. 10 min | | |  | | |  | | | |  | | |  | | | |  | | | |
| Design valence | |  | | |  | | | |  | | |  | | | |  | | | |
| Compatibility with Lab Armor Beads | |  | | |  | | | |  | | |  | | | |  | | | |
| Retrofitable shaker | |  | | |  | | | |  | | |  | | | |  | | | |
| Retrofitable cooling device for temperatures below room temperature from +10 ° C | |  | | |  | | | |  | | |  | | | |  | | | |
| Energy efficiency - low power consumption | |  | | |  | | | |  | | |  | | | |  | | | |
| little need for space | |  | | |  | | | |  | | |  | | | |  | | | |
| Accessories / option variety | |  | | |  | | | |  | | |  | | | |  | | | |
| Which additional features are relevant for you?   |  | | --- | |  | | |  | | |  | | | |  | | |  | | | |  | | | |

|  |  |
| --- | --- |
|  |  |

Do you have any other comments, suggestions, or wishes?

|  |
| --- |
| No |
|  |
|  |
|  |
|  |
|  |
|  |

Thank you for participating in this survey!  
  
We will consider your answer in order to meet your wishes and suggestions in the future.   
  
Your data will be used confidentially and exclusively for internal purposes.

**Gelieve de ingevulde vragenlijst per mail door te sturen naar**

[**info@voortlabo.be**](mailto:info@voortlabo.be)

**Bedankt!**