

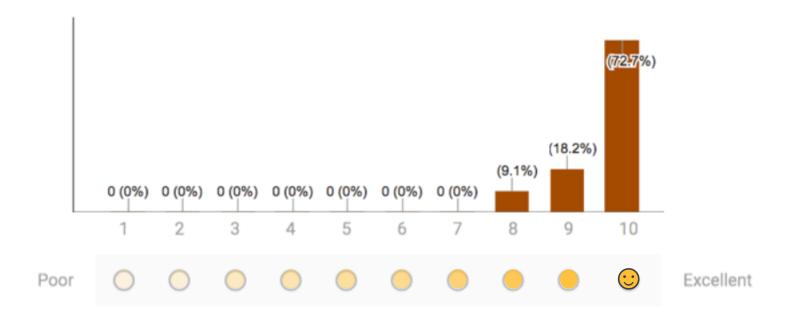
Annual Customer Survey Results



- Who was included in the survey? All North American customers, all time (2011 to 2016)
- What percentage responded?
 26% completed the survey
- When was the survey conducted?
 August 2016

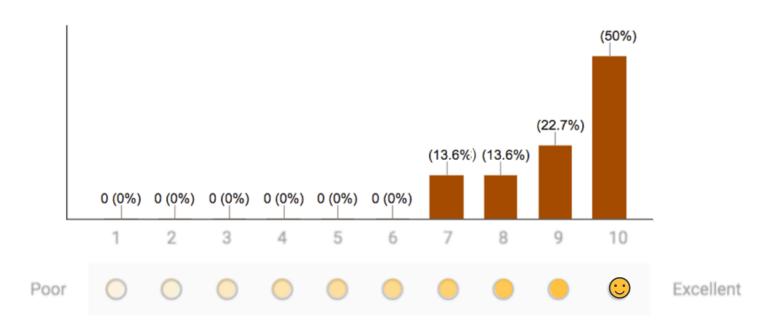


1. If you were to rate the **reliability** of your Priorclave, what score would you give?



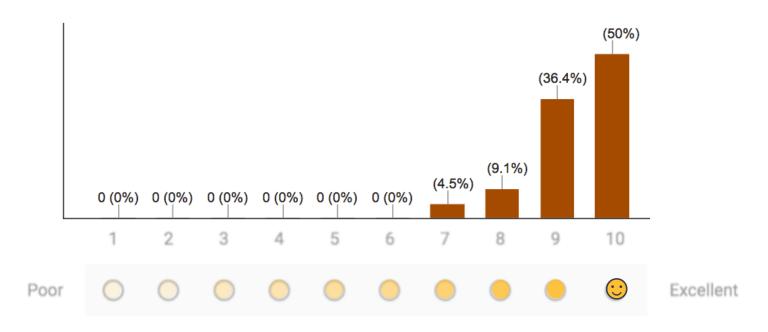


2. If you were to rate the **ease of use** of your Priorclave, what score would you give?



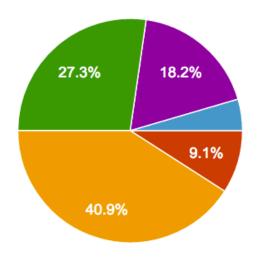


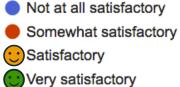
3. If you were to rate the **features** of your Priorclave, what score would you give?





4. How would you describe the **cycle speed** of your Priorclave?

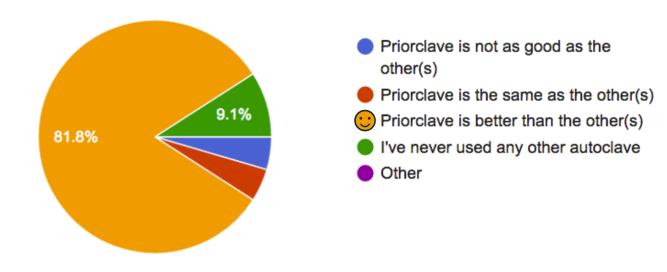




- Delightful
- Other



5. How does your Priorclave **compare** to other autoclaves you have used?





6. Which feature of your Priorclave is your **favorite**?

```
complete generates Compact
                                                         water
                 scheduling immersion
          Ease heat convenient unit selection cycles like door machine cycles like door works
                capability temperature use need hold fact safety dramatically
                Vacuum media feature
               temp easy Great probe lock house
                         m itself Service sterilization programmable cycle steam multiple None pump
Programmability room
                                                   None pump
         times auxiliary support Services
Setup warming facilitates
```



7. If you could change one thing about your Priorclave, what would it be and why?

- Complexity of door lock (31%)
- Cycle Speed (25%)
- Other (44%)

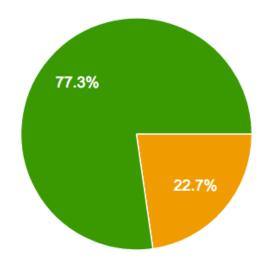


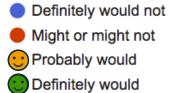
8. How can we **improve** your Priorclave experience?

```
satisfactory satisfied faster
          manual Bigger
  Printer regional
Door fine pleased Nothing
     lock demos door nothing
Superior!! amazing!!
```



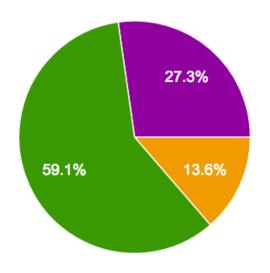
9. Would you **recommend** a Priorclave steam sterilizer to a colleague?







10. Overall, how satisfied are you with your Priorclave?





WE ARE LISTENING.

We look forward to improving product features with your input.

THANK YOU