



PRIORCLAVE NA

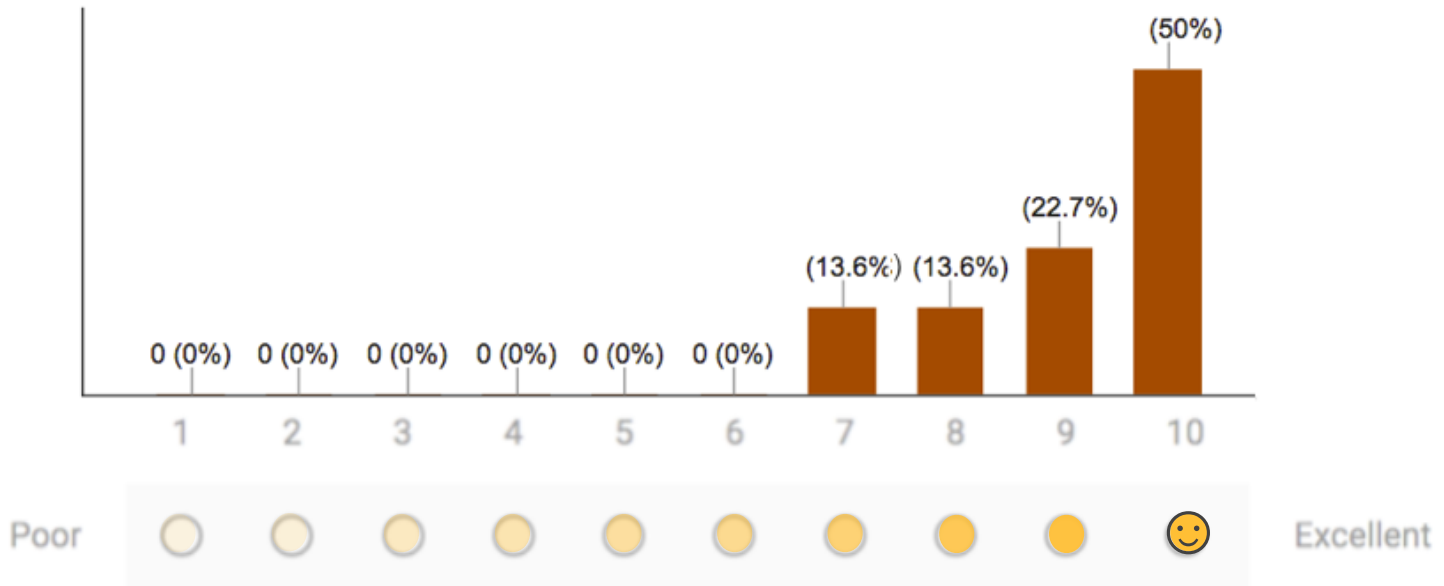
Annual Customer Survey Results



- 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

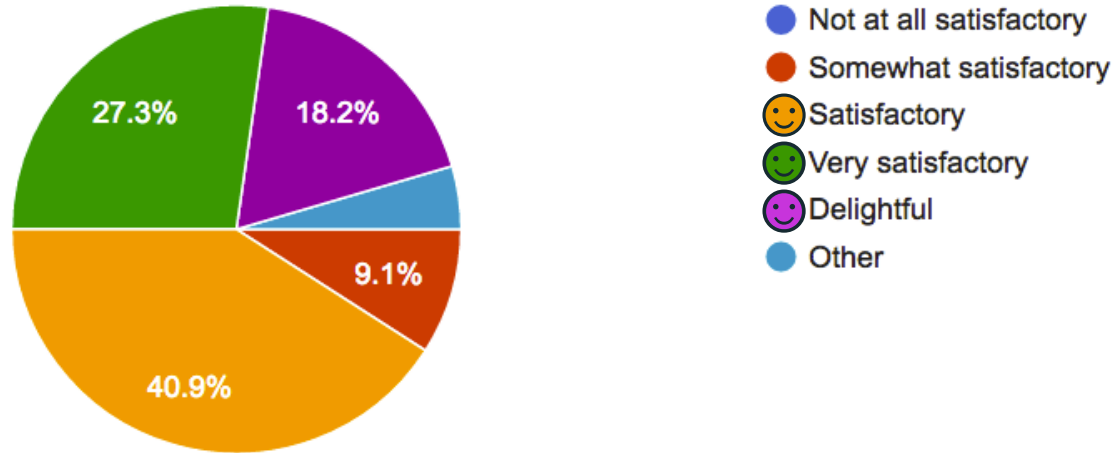


2. If you were to rate the **ease of use** of your Priorclave, what score would you give?



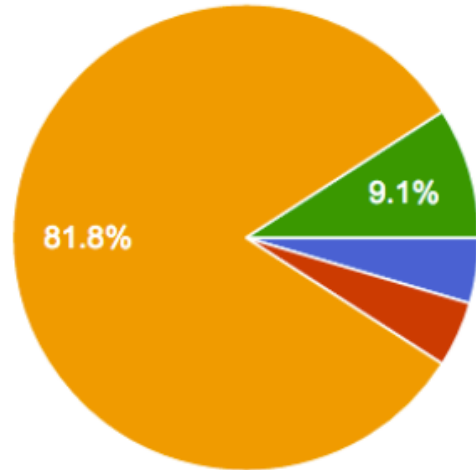


4. How would you describe the **cycle speed** of your Priorclave?





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



- Priorclave is not as good as the other(s)
- Priorclave is the same as the other(s)
- 😊 Priorclave is better than the other(s)
- I've never used any other autoclave
- Other



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





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%)

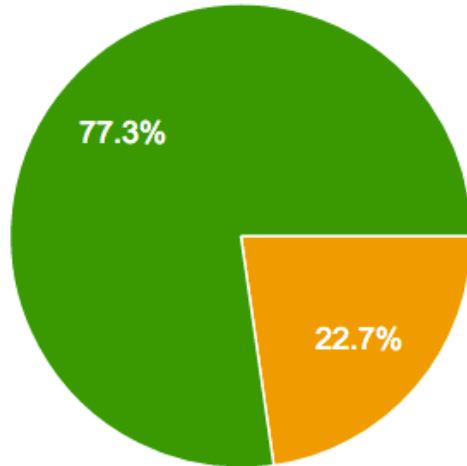


8. How can we **improve** your Priorclave experience?





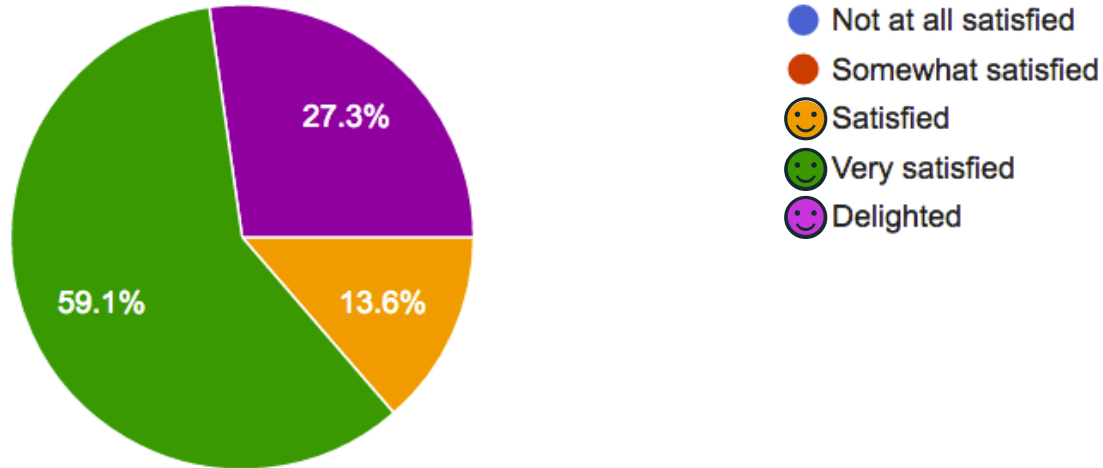
9. Would you **recommend** a Priorclave steam sterilizer to a colleague?



- Definitely would not
- Might or might not
- 😊 Probably would
- 😊 Definitely would



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





WE ARE LISTENING.

We look forward to improving product features with your input.

THANK YOU
