


DYNACARE LABORATORIES

A Division of  The Dynacare Health Group Inc.

12 April 1993

Mr. Colin Wylie
Vista Laboratories Ltd.
8432-45 Street
Edmonton, Alberta
T6B 2N6

Dear Colin,

re Your Fax of 29 March 93

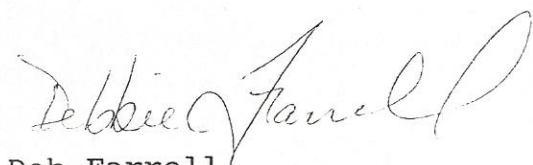
We have been using the Isoplater since the spring of 1990. It has streaked 513,734 plates to date. We have had very little downtime for this machine. Now that there is local service, costs for service and delay have been reduced. The machine spreads the inoculum in a standardized manner and picking an isolated colony is not a problem.

We have saved at least the equivalent of one full-time employee.

Personally, I wonder how any microbiology lab can do without one. It took the techs a little while to get used to it (about one month) but if it is having problems now, they are not at all happy as virtually no hand streaking takes place in our lab. Lab assistants work with the machine for specimen planting most of the time and the technologist put all their purity plates or subcultures onto it for streaking. Most problems are minimal and taken care of in-house in seconds. We have only required 3 service calls from Vista and they were always expedient and friendly with their service.

Sincerely,

DYNACARE LABORATORIES,
WESTERN ONTARIO DIVISION



Deb Farrell
Microbiology Supervisor

DF:lb
Vist93CW
FAXED 12Apr93

245 Pall Mall Street, London, Ontario N6A 1P4
Telephone: (519) 679-1630 Fax: (519) 679-0298