

Biopharmaceutical: ReoClick Sanitary Sensor

Customer:

A biopharmaceutical company in Southern California.

Background:

Many BioTech & Pharmaceutical companies test their temperature sensors with in-house calibration baths in order to ensure sensor accuracy. Accurate temperatures are so critical to ensuring a consistent product, that calibration checks are required before each batch is started.

Problem:

The existing temperature sensors had a threaded connection which would twist and tangle the extension wires when unthreaded for calibration. The only alternative to unthreading the connection was to disconnect the wires from the terminal. This wasted time and complicated the calibration process.

Also, the company's current supplier was located in Europe, making for long lead times and poor customer service.

Issues

- Twisted/tangled lead wires (wasted time and frustration)
- Long lead time
- Inadequate customer service

Solution:

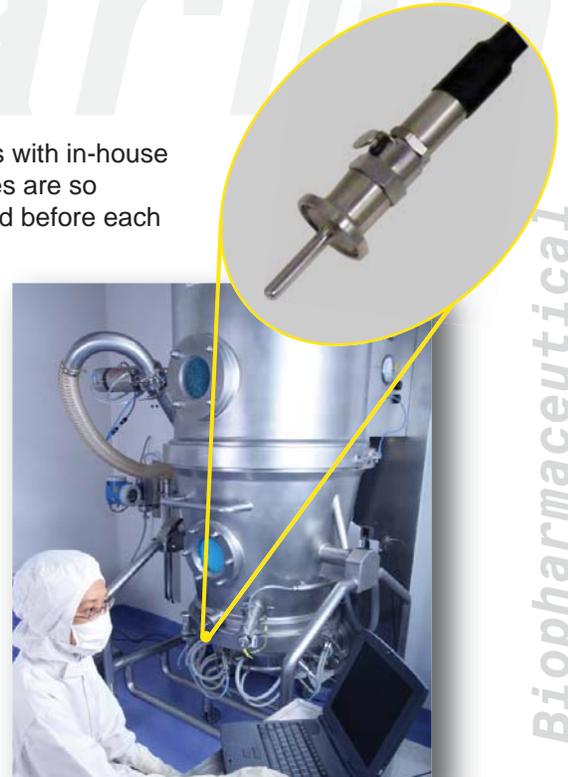
Within 2 months, REOTEMP's engineers developed a new product called the ReoClick to address the customer's issues.

The ReoClick made disconnecting and re-connecting the sensor from the process easy. With the click of a button, the temperature sensor was released from the process, leaving the female adapter in place (see diagrams). The sensor was then placed into a temperature bath for a quick calibration check and snapped back into service in a matter of seconds.

To make the design even better, REOTEMP incorporated a replaceable temperature element. The element can be easily removed when sensor replacement is eventually needed. This allows the customer to reuse their existing leadwire assembly, male insert, and female adapter (see diagrams). Along with those cost savings, the customer has avoided the usual headache associated with replacing a competitor's elements: disconnecting wires, terminal blocks, reconnecting components, etc..

Results:

The customer immediately recognized the value of the ReoClick design and placed an order the same day. Shortly after the first order, the customer placed a second order to replace all of the sensors in their plant.



"Thanks for all the hard work. REOTEMP has shown the ability to create and deliver custom quality products. I'm very satisfied with the quality of the probes."

-Lead Master Mechanic
Biopharmaceutical Process Sciences

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