

What do experts think about us?

The Khánh Hòa Centre for Disease Control (CDC), Vietnam

B medical systems
From Azenta Life Sciences



Through these short conversations, we try to understand what our customers think about us. Today, we are going to Vietnam to meet Mr. Nguyen Anh Tuan, Manager of the **CDC Khanh Hoa Province**.

A. Could you explain what your activities consist of? I'm the responsible of CDC Khanh Hoa Province (Central of Vietnam) since 2009. Khanh Hoa CDC activities are: storing vaccines and distributing vaccines to 9 different districts/ provincial cities of Khanh Hoa Province. We are also responsible to coordinate the campaign of vaccination of the National EPI (Expanded Program on Immunization) in the province.

B. Why is there a need for cold storage? We need the cold chain to store our vaccines at storage temperature between +2°C and +8°C and we also ensure the end-to-end cold chain is secured till the last mile, the vaccination.

C. Which products did you buy from B Medical Systems? For which purpose? We received the cold chain equipment from EPI/ NIHE (Expanded Program on Immunization/ National Institute of Hygiene and Epidemiology) Vietnam. We are using it since mid-1990. We have lots of cold chain equipment from Electrolux, Dometic and now B Medical Systems, with all models like FCW20EG, RCW42EG, RCW50EG, TCW1151, TCW1152, TCW1990, TFW791, TFW800, TCW3000, TCW3000AC, and now TCW4000AC, TCW80AC and Vaccine Transport Boxes models like RCW25, RCW12, RCW8, RCW2 (with ice packs). All those devices support the National EPI vaccination campaign.

D. What are the features that you liked the most? Could you please talk about the performance of the devices? We like the cabinet of the device which is made of a strong plastic, easy to clean (daily maintenance).

Devices are performing very efficiently, they quickly reach the set temperature and there is no loss temperature when opening/ closing the lid. The equipment downtime is very rare.

Over a long period of use, we have found that the strong rotomolded body is durable and do not break, especially it is not getting rust even in local high humidity environment like others brands.

The cooling efficiency of cold chain equipment is very high, the insulation and the hold over time is very good.

E. How are you using B Medical Systems' products and how do they benefit your institution? We are using B Medical Systems products since very long time and after those years we become very familiar with the equipment, which is a great benefit for Khanh Hoa CDC.!

F. Have you found in B Medical Systems a trustworthy partner? We believe B Medical Systems is a trustworthy partner, which has a good after sales service and that has gained the confidence from our National Healthcare Organizations (MOH/ NIHE).

G. How did you learn about B Medical Systems? We started to know and use B Medical Systems (formerly Electrolux) since the first project of Lux Development to grant Vietnam EPI/ NIHE cold chain equipment in 1994.

H. How long have you been a B Medical Systems customer? We worked with Electrolux since 1994 until now with B Medical Systems.

I. Are you satisfied with the equipment? We are totally satisfied with cold chain equipment from B Medical Systems:

- User friendly, easy to operate and handle.
- Easy to clean and maintain.

J. Would you recommend B Medical Systems to your peers? Yes, we have already advised our hospitals in Khanh Hoa Province to use the smaller model; TCW80AC for maternity/ new born children vaccine program.



Vaccine Refrigerator

fig. Model TCW4000AC

