

What do the experts think about us?

Immunic AG, Germany

B medical systems



Through these short conversations, we try to understand what our customers think of us. Today, we are going to Gräfelfing near Munich in Germany to talk with Mrs Susanne Michel, Senior Research Associate at [Immunic AG](#). Immunic AG is the German subsidiary of Immunic Inc., a biotechnology company headquartered in New York, in the USA. The company is developing a clinical pipeline of orally administered small molecule therapies for chronic inflammatory and autoimmune diseases. Immunic's most advanced asset is a new treatment option for relapsing multiple sclerosis which currently is in phase 3 clinical trials.



Ultra-Low Freezer

fig. Model U501

- 1. Could you explain what your activities consist of?** I am a senior research associate based in Munich. I'm part of the preclinical team at Immunic and we are performing preclinical experiments in our lab. Every day is different. We are making experiments on a project basis including cell culture, gene expression analysis, protein analysis, etc.
- 2. Which products did you buy from B Medical Systems? For which purpose?** In our department, we have two -80°C freezers; the U401 and the U501. We are using those freezers to store RNA samples from our cell cultures, proteins and blood or plasma samples. We also store some dry ice in the ULTs that is used for our experiments.
- 3. Why is there a need for ultra-low freezers?** Ultra-low freezers are needed in research labs to safely store our samples and other materials in order to preserve their integrity for research and medication development.
- 4. What are the features that you liked the most? Could you please talk about the performance of the devices?** What I really like is the monitoring systems used with the freezers. Our ULTs are equipped with the RTMD and thanks to the software, I can track the temperature of the freezers on the mobile phone wherever I am. I can see if somebody has forgotten to close the door for example. I can immediately see the change in the temperature. Also, the frost does not build up very quickly in the B Medical Systems Ultra-Low freezers. It is very easy to clean the devices, and the door handle is robust.
- 5. How are you using B Medical Systems' products and how do they benefit your institution?** We are using the ULTs every day and we are opening them between 2 to 5 times a day when the researchers need to take some samples to do their research. It benefits our company a lot as we used to have an older device before that was not really reliable anymore. We could only open the door once a day at that time. Now, we don't need to worry anymore as the freezers maintain the temperature accurately and we are able to track it.
- 6. Have you found in B Medical Systems a trustworthy partner?** Yes! Whenever I am calling someone at B Medical Systems to ask anything, I get a reply super fast, or someone is coming to the lab in a very short notice to help. The service is really good for our company, we are happy to get help rapidly when we need it.
- 7. How did you learn about B Medical Systems?** It was at a trade fair. We went to Analytica and we were searching for a new -80°C device. We saw your booth and asked for information.
- 8. How long have you been a B Medical Systems customer?** Since beginning of 2024.
- 9. Are you satisfied with the equipment?** Yes, we are very satisfied.
- 10. Would you recommend B Medical Systems to your peers?** Yes, I would absolutely.