

## Neogen® Petrifilm® Automated Feeder FAQs

### **Q Does the Petrifilm Automated Feeder require calibration?**

**A** No. Each time the Petrifilm Automated Feeder is turned on, the unit runs a power-on self-test (POST) which checks that all components on the device are functioning properly and will notify the user if the system requires service.

### **Q Does the Petrifilm Automated Feeder run on special power requirements?**

**A** No. The Petrifilm Automated Feeder runs on standard 110 v/220 v outlets.

### **Q What does a Petrifilm Automated Feeder installation entail?**

**A** Neogen experts will arrive on site to install the instrument and train the staff on how to operate and maintain the unit.

### **Q Does the Petrifilm Automated Feeder have Bluetooth or wireless connectivity?**

**A** No. The Petrifilm Automated Feeder connects to a PC via a USB cord.

### **Q How do I contact hardware service for this device?**

**A** We have a dedicated team that supports our Petrifilm Automated Feeder customers. Users can click on the Help button on their Petrifilm Plate Manager software, which will direct them to the dedicated service request form for the Petrifilm Automated Feeder.

### **Q What is the turnaround time for Petrifilm Automated Feeder service?**

**A** A service team member will respond to a request within 24 hours. On-site service will arrive within 72 hours.

### **Q What fields are required for barcoding my Petrifilm Plates?**

**A** The only required information for running the Petrifilm Automated Feeder is the inclusion of the Petrifilm Plate type in the barcode. Neogen recommends that users include sample ID and dilution information for better data management. Find information on barcodes requirements [here](#).

### **Q Can the results of the Petrifilm Automated Feeder be exported to my LIMS?**

**A** Yes. The Petrifilm Plate Manager software now includes a copy-to-Excel feature that allows users to automatically send their results to a single spreadsheet that can be exported into LIMS.

### **Q How often is service needed for this equipment?**

**A** A yearly preventative maintenance is included as part of our Extended Service Agreement. The service agreement also includes coverage for any repair that may be needed during the time of the agreement.

**Q How often does this system need to be cleaned?**

**A** Neogen recommends that users clean their Petrifilm Automated Feeder every 800 plates. It is also recommended that users clean the power-assisted hand-feed (PAHF) inside the Petrifilm Plate Reader Advanced every time a full bin of plates runs (~300 plates).

**Q What plate types are supported by the Petrifilm Automated Feeder?**

**A** The Petrifilm Automated Feeder supports all plate types supported by the Petrifilm Plate Reader Advanced: RAC, RCC, REC, RYM, AC, CC, EB, EC/CC, LAB, SEC, STX, STXD.

**Q How many plates can this system run in one batch?**

**A** A full bin of the Petrifilm Automated Feeder holds up to 300 plates, which it can process at a rate of 6.6 seconds per plate, or 33 minutes for a full bin.

**Q What do I need to be able run the Petrifilm Automated Feeder?**

**A** The Petrifilm Automated Feeder requires a dedicated PC (find PC requirements [here](#)), a Petrifilm Plate Reader Advanced, and Petrifilm Plates with barcodes.

**Q Does the Petrifilm Automated Feeder include a Petrifilm Plate Reader Advanced?**

**A** No. The Petrifilm Automated Feeder and the Petrifilm Plate Reader Advanced are sold separately.

**Q Does the Petrifilm Automated Feeder require a special Petrifilm Plate Reader Advanced?**

**A** No. The Petrifilm Automated Feeder is compatible with all Petrifilm Plate Readers Advanced.

**Q What software is used for the Petrifilm Automated Feeder?**

**A** The Petrifilm Automated Feeder is supported by the Petrifilm Plate Manager software, which is also used for the Petrifilm Plate Reader Advanced. The software will recognize when a Petrifilm Automated Feeder is plugged in and unlock additional features designed exclusively for Petrifilm Automated Feeder users.

