Lisa was designed to fulfil high demands for efficiency, safety and quality

An interview with W&H Product Manager Alejandro Ramirez

Quick and efficient work and achieving the best hygiene standards in dental practice were the goals of W&H in developing its latest product in the field of sterilisation. The newly launched Lisa is an innovative device offering high sterilisation efficiency. Demanding patients, more stringent legal conditions and the pursuit of greater economic efficiency of the dental practice translate into greater challenges for dentists. Equipped with state-of-the-art functionalities, the new Type B steriliser from the Austrian manufacturer seeks to address these through efficient and secure working processes. Essential market needs were established from European dental practices. Working processes. Essential market needs were established from European dental practices, and incorporated into the product specifications. According to W&H Product Manager Alejandro Ramirez, Lisa is setting a new benchmark in the dental market. In this interview, he explains how the dental practice benefits from an optimised workflow with the device.

today international: Mr Ramirez, what is the significance of the new Lisa to the hygiene process in dental practices?

Alejandro Ramirez: The new Lisa steriliser is equipped with the latest technologies and offers high sterilisation efficiency in modern dental practices. The focus of the latest Lisa is the optimisation of working processes. It can easily be integrated into existing hygiene protocols and supports compliance with legal requirements.

What customer needs were the focus during the product development phase?

The main factors considered during development were speed, ease of use, comprehensive traceability and ergonomics. All of these aspects are directly linked to efficiency and, of course, to customer experience. Speed is a purely engineering topic to be worked out in hours, but ease of use and ergonomics were topics for which customer feedback was extremely important. Different questionnaires were distributed during the field test, and the answers provided us with comprehensive customer feedback about how the new unit was received and what features still needed improvement prior to the product launch.

What technological features characterise the new Lisa in particular?

The efficiency and speed of the cycle using the patented Eco Dry technology is probably one of the most important technological highlights. Eco Dry is the result of three years of internal engineering work, in combination with two partnerships between W&H and European universities, in pursuing the highest sterilisation efficiency in terms of speed, energy, water consumption and drying quality. The improved connectivity and new user interface open a world of possibilities in terms of customer experience and workflow. In addition, the component modelling and software simulation work completed prior to the field test phase gave us tremendous confidence, which was reflected in the durability and reliability experienced in the market testing.

You mentioned Eco Dry technology. What benefits does this technology offer to customers?

Eco Dry technology is a patented algorithm that allows Lisa to calculate the drying time according to the mass of the load to be processed. In order to dry 4 kg of instruments, the energy and time needed are greater than for drying 2 kg. While conventional sterilisers have a fixed drying time for each sterilisation cycle, Lisa calculates the load being sterilised and adapts the drying time to the load mass automatically. This feature allows Lisa to offer one of the fastest—yet not the fastest—Type B sterilisation cycles for an average load (2 kg). This saves clinicians a great deal of time, around 30 per cent for an average load compared with a conventional Type B cycle. Thanks to Eco Dry technology, the customer will also experience a reduction in the energy consumption of the steriliser, as well as an increase in the working life of the instruments, as the instruments have reduced exposure to high temperatures during the shortened drying phase.

What functionalities does the new Lisa provide in terms of traceability?

Traceability has always been an important topic for dental practices and the new Lisa user interface and improved connectivity have allowed us to take the device to the next level. User identification and related options have been made simpler; while the customer experience has gained from the new colour touch screen and intuitive menu layout.

“The focus of the latest Lisa is the optimisation of working processes.”

The new Lisa combines automatic and manual control: the operator can remotely save the cycle reports on a separate server; and secondly, the digital storage of the cycle reports on the practice’s own management system.

How do you think the new Lisa is going to influence the hygiene workflow in dental practices?

The goal of our Lisa steriliser is to make the workflow more efficient. This is achieved with the aforementioned improvements in speed, simplicity and compliance with standards and guidelines. It is important to consider, however, that sterilisation is just one step in the hygiene workflow and that other W&H products involved in the reprocessing and infection control processes are just as important as Lisa.

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