Hardy Diagnostics has been in business for 37 years. Jay Hardy, a Clinical Laboratory Scientist, founded the company in the Central Coast of California in 1980.

Jay Hardy
Hardy Diagnostics
CEO and Founder

Our Mission

“We are committed to producing and distributing the finest products for the detection of microorganisms, as we partner with our laboratory customers to diagnose and prevent disease.”

Currently, there are 350 employees, of which 280 are based in Santa Maria, California. Many positions require a degree or advanced training in microbiology, biochemistry, medical technology, laboratory science, or industrial engineering.
Hardy Diagnostics manufactures culture media and rapid identification kits for microbiological testing in clinical, research, food, and pharmaceutical laboratories.

Culture Media

Hardy’s culture media is the “food” that supports the growth of bacteria and fungi. It is packaged in petri plates, glass tubes, flasks, bottles, and jars. Culture media is used to detect and identify pathogenic microorganisms, such as E. coli, Candida, Salmonella, Staphylococcus, Listeria, and Streptococcus.

Manufacturing

Hardy manufactures over 2,700 different products used in the microbiology laboratory. The company is licensed by the FDA as an in vitro Medical Device Manufacturer and ISO 13485 Certified. There are two manufacturing facilities for culture media: Santa Maria, California and Springboro, Ohio. Our automated slide stainers are made in Wichita Falls, Texas.
Culture of Service

Customers

Hardy’s customers consist of:
• Hospitals
• Clinics
• Research Labs
• Universities
• Food and Beverage Processors
• Personal Care
• Water Districts
• Veterinarians
• Biotechnology Firms
• Doctor’s Offices
• Pharmaceutical Companies

Distributed Products

Over half of the company’s sales are derived from its manufactured goods. The balance is made up of distributed items from over 80 other lab supply manufacturers. A total of 13,500 products are offered to Hardy’s customers.
The company has maintained a consistent growth rate of 6 to 18% per year. Since the beginning, the company has increased its sales every year without exception. Current sales are approximately $50 million annually. The Company has produced a profit every year since its beginning in 1980.

In 2005, Hardy earned its certification as an ISO 13485 company. This is an internationally recognized certification program for medical device manufacturers. It ensures that the quality management systems at the Santa Maria and Springboro manufacturing facilities meet the international ISO quality standards. Our Wichita Falls facility is certified for ISO 9001.

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Hardy Diagnostics CRITERION™ brand of dehydrated culture media in powder form is sold domestically as well as exported to over 70 foreign distributors.

As the only Culture Media Company with two manufacturing sites and nine Distribution Centers, Hardy Diagnostics can provide media to most of the country with inexpensive next day ground delivery. For fast on-time delivery, Hardy Diagnostics maintains nine distribution warehouses which are maintained in:

- Santa Maria, California
- Springboro, Ohio
- Phoenix, Arizona
- Olympia, Washington
- Salt Lake City, Utah
- Dallas, Texas
- Lake City, Florida
- Albany, New York
- Raleigh, North Carolina

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For superior Customer Service, Hardy sells directly to the end user in most situations and supports 24/7 “online” ordering. Orders placed before 1:30pm are shipped out the same day.
Sales Team

“We are committed to supporting and promoting a portfolio of products for the detection of microorganisms, as we partner with our customers in diagnosing and preventing disease. Integrity comes first when dealing with our laboratory customers and distribution partners. We strive to grow business by providing the best service in the industry, and building lifetime partnerships.”

Technical Support

“We will give every customer inquiry individual attention, answering all questions to the best of our ability, and investigate all complaints to ensure customer satisfaction.”

Customer Service

“We will provide customers with excellent assistance with a focus on accuracy in a timely and pleasant manner.”

There are 25 professional account representatives to provide sales assistance throughout the U.S. to laboratory customers. In addition, a team of microbiologists and medical technologists provide technical phone support from the home office.

The company’s manufacturing operation currently occupies five buildings totaling 130,000 square feet in Santa Maria, California and one building of 48,000 square feet in Springboro, Ohio.

To further the company’s healthy lifestyle philosophy, the Moxie Cafe was opened in the Spring of 2014 in Santa Maria to offer a multitude of healthful yet delicious selections.

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The Moxie Cafe
Santa Maria, California
The company was recently certified as a “fit business” by the State of California. Coworkers enjoy healthy food choices during breaktime, walking trails, health club discounts, an onsite gym, health fairs, sports teams, and other health related activities.

The company has been recognized by the Santa Maria Valley Economic Development Association as a recipient of their “Founder’s Award” and “Business of the Year” in 2011. In addition, Hardy received the “Spirit of Small Business” award from the Small Business Administration. In 2009, 2010, 2011, and 2015, the company was included in INC Magazine’s top 5,000 fastest growing companies in America. The Rotary Club honored the company with its “Ethics in Business” award in 2014.

Hardy has pledged one percent of its total earnings to support numerous non-profit organizations such as the Boys and Girls Club, YMCA, Special Olympics, The Food Bank, and Salvation Army. A medical mission in Haiti is also actively supported. In addition, the company provides free materials for local students’ science projects.

At the beginning of 2013 Hardy Diagnostics became employee owned through the formation of an ESOP (Employee Stock Ownership Program). Each Hardy co-worker receives actual shares in the company, providing them with a true “stake in the outcome.” Our culture of ownership keeps us highly motivated to grow and continually improve. “We act like we own the place... because we do.”