

**Bio-Rad Troubleshooting Form: LYNX Conjugation Kits**

Thank you for taking the time to complete this form. In order to facilitate the troubleshooting process, please complete all sections in full and return to your Bio-Rad contact (for contacts see <https://www.bio-rad.com/en-us/contact-us>) together with the requested data.

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| **Section 1: CONTACT INFORMATION** |
| Name: |
| Institution: |
| Department: |
| Address: |
| Phone #: |
| Fax #: |
| Email: |

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| **Section 2: PRODUCT DETAILS** | |
| Product code: | Batch #: |
| Date received: | Date First Used: |
| Kit Storage conditions: | |
| Description of Problem: | |
| Has the experiment been repeated? 🞎Yes 🞎No | |
| Has this type of kit been used before? 🞎Yes 🞎No  If yes, please complete section 2a | |
| **Section 2a: Previous LYNX Kits Used** | |
| Product code: | Batch #: |
| Was the same material/antibody labelled with this kit? 🞎Yes 🞎No | |
| Was the labelling successful? 🞎Yes 🞎No | |

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| **Section 3: DATA**  **Please select the type of application the labelled antibody was used in** |
| 🞎 **Flow Cytometry**  **Please provide the following data** |
| * **Dot plot of Forward Scatter vs Side Scatter with gates if used (FALS vs 90o Scatter)** |
| * **Fluorescence histogram showing “cells only” negative control data** |
| * **Fluorescence histogram showing isotype control data** |
| * **Fluorescence histogram showing test antibody data** |
| 🞎 **Immunohistochemistry**  **Please provide the following data** |
| * **Staining images for samples (with explanation of actual and expected staining)** |
| * **Staining images for any relevant positive and/or negative controls used** |
| 🞎 **ELISA**  **Please provide the following data** |
| * **Data and/or graphs showing the absorbance/fluorescence readings for samples and standards/controls.**   **Please ensure plate layout is explained and graphs are clearly labelled** |
| 🞎 **Western Blotting**  **Please provide the following data** |
| * **Blot images (with lanes and molecular weight markers labelled) for samples and positive controls** |
| 🞎 **Other**  **Please specify: \_\_\_\_\_\_\_\_\_\_\_\_**  **Please provide the following data** |
| * **Any relevant data for samples and incorporated controls** |

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| **Section 4: ANTIBODY and CONJUGATION DETAILS** | |
| **Section 4a: Antibody Details**  **(Where more than one antibody has been labelled, please provide details in the additional “antibody details” section below)** | |
| 🞎 Commercial Antibody | 🞎 In-House Produced Antibody |
| Supplier (if applicable): | Product code (if applicable): |
| Description: | Isotype: |
| Purification method used (if known): | |
| Elution buffer used (if known): | |
| Final buffer composition (including any preservatives or stabilizers): | |
| Concentration of antibody labelled: | |
| Volume of antibody labelled: | |
| Volume of modifier reagent used: | Volume of quencher reagent used: |
| **Antibody Details** | |
| 🞎 Commercial Antibody | 🞎 In-House Produced Antibody |
| Supplier (if applicable): | Product code (if applicable): |
| Description: | Isotype: |
| Purification method used (if known): | |
| Elution buffer used (if known): | |
| Final buffer composition (including any preservatives or stabilizers): | |
| Concentration of antibody labelled: | |
| Volume of antibody labelled: | |
| Volume of modifier reagent used: | Volume of quencher reagent used: |
| **Section 4b: Storage of Labelled Antibodies** | |
| Were the labelled antibodies used immediately? 🞎Yes 🞎No  If no, please detail storage conditions used: | |

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| **Section 5: STAINING DETAILS** | |
| **Section 5a: Samples** | |
| Please provide full details of test samples used: | |
| Are the test samples known to express the antigen of interest? 🞎Yes 🞎No  If no, please detail any positive control samples used in section 5b. | |
| **Section 5b: Controls** | |
| Positive control samples used (if applicable): | |
| Please provide details of any additional positive controls used: | |
| Please provide details of any negative controls used:    **NB. For isotype controls, please complete section 5c.** | |
| **Section 5c: Isotype Control (if applicable)** | |
| Supplier: | Product code: |
| Bio-Rad batch number (If applicable): | |
| **Section 5d: Additional Control Measures** | |
| Has the unlabelled antibody been tested prior to conjugation  and found active in the application employed? 🞎Yes 🞎 No  If no, is the antibody known to be suitable for the required  application? 🞎Yes 🞎 No | |
| **Section 5e: Basic Staining Protocol** | |
| Concentration of LYNX-labelled antibody used (please give range where applicable): | |
| Incubation time: | Incubation Temperature: |

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| **Section 6: ADDITIONAL CUSTOMER INFORMATION** |
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**What if a Bio-Rad reagent does not work as expected?**

At Bio-Rad, we work hard to ensure that all our reagents perform well and consistently, and go to great lengths to make sure our datasheets are easy to read, clear and unambiguous. However, we also believe there is always room for improvement. In the unlikely event that a Bio-Rad reagent does not work as described on our datasheet, we have a fair and objective policy for working with this situation. Our procedure, which is outlined below, provides you with the quickest possible resolution. If any Bio-Rad product is found to be faulty at any time during our investigations, we will offer you the choice of an immediate replacement or a credit note.

1. All complaints relating to a product’s performance must be notified to your local Bio-Rad office or local distributor. If immediate troubleshooting is not successful, you will receive a troubleshooting form for completion. This form allows us to collect all information necessary to make an accurate assessment of the problem.
2. Please complete the troubleshooting form as fully and as quickly as possible and return it to your Bio-Rad contact or to one of the local offices detailed below. On some occasions, it may be necessary to attach further details or example results on additional sheets. We are always happy to help with any questions concerning the completion of this form. Delays in providing all relevant details will slow down our ability to resolve the problem, as we may have to ask for extra details.
3. Once the troubleshooting form is received, our experienced technical support and senior laboratory staff will make a careful assessment and will try to solve the problem by providing advice based upon all the information available. At the same time, we will check our retained batch samples using the quickest available method to verify the activity of the reagent.
4. If the problem cannot be resolved by advice and our retained samples show expected activity, we may ask for a sample of the problem product to be returned to Bio-Rad for evaluation. Should this be required, arrangements for the reagent’s safe return will be made at our expense.
5. If a returned sample is found to be faulty at any time during our investigations, Bio-Rad will offer you the choice of an immediate replacement or a credit note.
6. If, after assessment, a returned vial is found to perform as expected, it will be returned with additional technical advice.

**IMPORTANT:**  A copy of Bio-Rad Terms and Conditions of sale are available on our website.