



## Frequently Asked Questions

### Lyophilized Microorganisms

1. What does “lyophilized” mean?
2. How is it more efficient to use MicroBioLogics® products over growing and maintaining in-house culture collections?
3. How are the products shipped to my facility?
4. Can anybody buy microorganisms from MicroBioLogics®?
5. How do I find out the BioSafety Level of a microorganism strain sold by MicroBioLogics®?
6. How many passages from Reference Culture are microorganisms sold by MicroBioLogics®?
7. How do I get a Certificate of Analysis for the microorganism that I purchased?
8. How do I find the catalog number of the lyophilized microorganism I purchased?
9. How do I find the lot number of the lyophilized microorganism I purchased?
10. How do I reconstitute a KWIK-STIK™ or LYFO DISK®?
11. What are the growth requirements for the microorganism I purchased?
12. How do I maintain the microorganism I purchased?
13. Does MicroBioLogics® have recommendations for testing microorganisms?
14. Why are my biochemical results different from the results on the Certificate of Analysis?
15. What is the expiration date of the lyophilized microorganism that I purchased?
16. My shipment was delayed in customs and/or the warehouse. Are the microorganisms okay?
17. How do I get an MSDS?
18. How do I dispose of the microorganisms I purchased from MicroBioLogics®?
19. Does MicroBioLogics® warrant its lyophilized microorganisms?
20. I am having a problem with the lyophilized microorganism I purchased. What should I do?
21. Does MicroBioLogics® sell products that can be used for proficiency testing?
22. What microorganisms should I use for water testing?
23. How can I request a microorganism strain not currently in the MicroBioLogics® catalog?

## Frequently Asked Questions

- 24. Can I find out the CFU count of a non-enumerated product?
- 25. Where are the instructions for enumerated products?
- 26. Should I get the same CFU count as the count listed on MicroBioLogics® Certificate of Assay?
- 27. I am having a problem with my enumerated microorganism. What should I do?

### Quality Control Slides

- 28. What is the difference between KWIK-QC™ and Microbiology QC Slides?
- 29. Where can I find product inserts for slides?
- 30. Which parasite is on the Fecal Smear Controls?
- 31. What is on the Pneumocystis Control Slide?
- 32. What is on the Blood Parasite Control Slide?
- 33. Does MicroBioLogics® warrant its slides?
- 34. How do I get an MSDS for my slides?

### Lyophilized Microorganisms

#### 1. What does “lyophilized” mean?

The term “freeze-dry” is a lay description for the process of lyophilization. It is the conversion of water from a frozen state to a gaseous state without going through a liquid state. The freeze-dry process removes moisture from the cells of specimens while the specimens remain frozen. MicroBioLogics® has uniquely developed the lyophilization process to produce microorganism preparations that are cost-effective and easy-to-use with an excellent shelf-life and dependable quality.

#### 2. How is it more efficient to use MicroBioLogics® products over growing and maintaining in-house culture collections?

Each MicroBioLogics® product comes with a product warranty stating that each will perform satisfactorily and be free from defect if used and stored as directed. Each product comes with a built-in safety net. Imagine the time that can be reallocated by moving to a commercial product versus an in-house collection. The other advantage that makes MicroBioLogics® products efficient is the “hydrate and use” feature. The LYFO DISK® and KWIK-STIK™ products require no pre-incubation or the incubation of culture media prior to use.

#### 3. How are the products shipped to my facility?

These products are subject to handling as biohazard materials. As such, our primary carrier is Federal Express. A freight forwarder is used for international shipments if Federal Express does not service the area for biohazard shipments, or for extremely large shipments. These products are shipped in compliance with all applicable shipping regulations for biohazard material. This includes appropriately labeled shipping cartons and packaging material.

## Frequently Asked Questions

### 4. Can anybody buy microorganisms from MicroBioLogics®?

Any laboratory that is equipped to handle biohazard material and a legal entity may purchase these products. The lab must be able to agree to the terms in the End User Agreement. These products are not available for purchase by individuals and will not be shipped to a home address. Contact MicroBioLogics® for details.

### 5. How do I find out the BioSafety Level of a microorganism strain sold by MicroBioLogics®?

BioSafety levels (BSL) are listed next to the microorganism name in our catalog. All MicroBioLogics® microorganisms are BSL 1 or 2. BSL 1 organisms have no, or low, risk to individuals or communities. BSL 1 organisms may cause disease in individuals with immune systems that are suppressed or compromised. BSL 2 organisms pose a moderate risk of individual infection, but a low risk of community infection. Guidelines for safety using BSL 1 and 2 microorganisms can be found at <http://www.microbiologics.com/docs/TIB0722008NOV.pdf>

### 6. How many passages from Reference Culture are microorganisms sold by MicroBioLogics®?

KWIK-STIK PLUS™ microorganisms are 2 passages from Reference Culture. Enumerated products are 4 passages from Reference Culture. KWIK-STIK™, LYFO DISK®, and EZ-COMP™ microorganisms are equal to or less than 4 passages from Reference Culture.

### 7. How do I get a Certificate of Analysis for the microorganism that I purchased?

Click on Certificate of Analysis on the Home Page and follow the instructions or use this link.

[http://www.microbiologics.com/data\\_sheet.php](http://www.microbiologics.com/data_sheet.php). The Certificate of Analysis lists microscopic, macroscopic and phenotypic results for each lot produced at MicroBioLogics® and provides proof of traceability to the original Reference Culture.

### 8. How do I find the catalog number of the lyophilized microorganism I purchased?

The catalog number is on the product, canister and packing slip. It follows the letters, "REF" and starts with a zero. A suffix follows the catalog number. The suffix indicates the product type. For example, the Z in the product number, 0335Z, means that the product is an EZ-CFU™ One Step.

### 9. How do I find the lot number of the lyophilized microorganism I purchased?

The lot number is on the product, the canister and the packing slip.

### 10. How do I reconstitute a KWIK-STIK™ or LYFO DISK®?

**Illustrated Instructions** on the MicroBioLogics website show how to reconstitute microorganisms. For the KWIK-STIK™, go to <http://www.microbiologics.com/docs/LIT095.pdf>. For the LYFO DISK®, go to <http://www.microbiologics.com/docs/LIT096.pdf>

The **Product Insert** explains how to grow a KWIK-STIK™ or a LYFO DISK®. Go to <http://www.microbiologics.com/docs/PI194English.pdf>. For a language other than English, go to the Home page, click on Support on the top bar, go to Documents, go to Product Inserts, and click on the insert that you need.

## Frequently Asked Questions

### 11. What are the growth requirements for the microorganism I purchased?

**“Recommended Growth Requirements”**, TIB.081, explains which media, atmosphere, temperature to use, as well as, how long to incubate the media. Go to <http://www.microbiologics.com/docs/TIB081.pdf>. Broth is not recommended for growing most lyophilized microorganisms because there is a greater risk of contamination.

### 12. How do I maintain the microorganism I purchased?

See TIB.246 for maintenance instructions. Go to <http://www.microbiologics.com/docs/TIB246.pdf>

### 13. Does MicroBioLogics® have recommendations for testing microorganisms?

Yes. Do the following:

- Don't test the plate the pellet was grown on (the organisms aren't fully resuscitated).
- Test fresh colonies.
- Don't sub the microorganism more than four times.
- Don't freeze the microorganism.
- Inoculate the test with the correct density of microorganism. Be careful not to over- inoculate.
- Follow the manufacturer's test procedure.

### 14. Why are my biochemical results different from the results on the Certificate of Analysis?

Biochemical results for non-quality control tests may differ because:

- The media on which a microorganism is grown can affect results.
- The test method can affect results. At MicroBioLogics® we use the Vitek® for many tests. Tests run on the Vitek® have a shorter test time than conventional tests and are performed in a microaerophilic environment.
- Some biochemical tests are variable even when the same test method is used.

### 15. What is the expiration date of the lyophilized microorganism that I purchased?

The expiration date of the product is the last day of the month specified on the label.

### 16. My shipment was delayed in customs and/or the warehouse. Are the microorganisms I purchased okay?

LYFO DISK® and KWIK-STIK™ microorganisms meet specifications for 14 days as long as temperatures are not extremely hot. Enumerated microorganisms meet specifications for 7 days as long as temperatures are not extremely hot. For more information see our Shipping Stress Studies, TIB.087. Go to <http://www.microbiologics.com/docs/TIB087.pdf>.

### 17. How do I get an MSDS?

Go to the links listed below.

- *Lyophilized Microorganism Preparations*: <http://www.microbiologics.com/docs/MSDS244.pdf>
- *KWIK-STIK™ Microorganism Hydrating Fluid*: <http://www.microbiologics.com/docs/MSDS204.pdf>
- *EZ-CFU™, EZ-CFU One Step™ and EZ-PEC™ Microorganism Hydrating Fluid*: <http://www.microbiologics.com/docs/MSDS208.pdf>
- *Microorganism Quality Control Slides*: <http://www.microbiologics.com/docs/MSDS057.pdf>

## Frequently Asked Questions

### 18. How do I dispose of microorganisms I purchased from MicroBioLogics®?

Any material contaminated with microorganisms should be disposed of in a biohazard container. The bio-hazardous material should be sterilized or incinerated. A qualified disposal company specializing in the disposal of bio-hazardous material can do this. It is important to comply with regulatory requirements.

### 19. Does MicroBioLogics® warrant its lyophilized microorganisms?

Yes, if the product is used as intended, stored as directed, processed in accord with instructions and used before the expiration date. More information can be found at

<http://www.microbiologics.com/docs/LIT170.pdf>.

### 20. I am having a problem with the lyophilized microorganism I purchased. What should I do?

Consult the trouble shooting section in the product insert for a solution. If you are unable to solve the problem contact Technical Support at 866-286-6691, 320-253-1640, or [techsupport@mb12000.com](mailto:techsupport@mb12000.com). Please be prepared to provide the following information:

- The nature of the problem
- The media on which the organism was grown and the atmosphere and temperature used
- The number of times the organism was subcultured, if applicable
- The lot number of the microorganism
- The number of units involved

### 21. Does MicroBioLogics® sell products that can be used for proficiency testing?

MicroBioLogics® produces EZ-COMP™ samples for training and proficiency testing. These samples are mixed populations of microorganisms that contain a target microorganism and microbiota. For example, a sample may contain a target microorganism, *Streptococcus pyogenes*, and microbiota, *Streptococcus mitis* and *Neisseria sicca*. For further information click on this link,

[http://www.microbiologics.com/packaging\\_ez\\_comp.php](http://www.microbiologics.com/packaging_ez_comp.php)

### 22. What microorganisms should I use for water testing?

TIB.187 will help you choose organisms for total coliform and other water testing. Go to <http://www.microbiologics.com/docs/TIB187.pdf>. If you are using the membrane filtration method for water testing, see our illustrated instructions for easy use of E3 Epower™ microorganisms,

<http://www.microbiologics.com/docs/LIT248.pdf>.

### 23. How can I request an organism not currently in the MicroBioLogics® catalog?

Fill out a request form. Go to <http://www.microbiologics.com/docs/F272.pdf>.

### 24. Can I find out the CFU count of a non-enumerated product?

Yes. Fill out a Request for LYFO DISK® Colony Count Request Form. Go to <http://www.microbiologics.com/docs/F1439.pdf>. This count does not have the same level of validation and verification that enumerated products have.

## Frequently Asked Questions

### 25. Where are the instructions for enumerated products?

There are Illustrated Instructions for EZ-CFU™, EZ CFU™ One Step, EZ-PEC™ and EZ-SPORE™ products. Use the following links:

- Illustrated Instructions for EZ-CFU™: <http://www.microbiologics.com/docs/LIT098.pdf>
- Illustrated Instructions for EZ-CFU™ One Step: <http://www.microbiologics.com/docs/LIT.217.pdf>
- Illustrated Instructions for EZ-PEC™: <http://www.microbiologics.com/docs/LIT171.pdf>
- Illustrated Instructions for EZ-FPC™: <http://www.microbiologics.com/docs/LIT099.pdf>
- Illustrated Instructions for EZ-SPORE™: <http://www.microbiologics.com/docs/LIT233.pdf>

There are product inserts for each of the Enumerated Products. Use the following links:

- Instructions for Epower™: <http://www.microbiologics.com/docs/PI163English.pdf>
- Instructions for EZ-CFU™: <http://www.microbiologics.com/docs/PI046English.pdf>
- Instructions for EZ-CFU™ One Step:  
<http://www.microbiologics.com/docs/PI209English2009JAN30.pdf>
- Instructions for EZ-FPC™: <http://www.microbiologics.com/docs/PI077FPCEnglish2007OCT01.pdf>
- Instructions for EZ-PEC™: <http://www.microbiologics.com/docs/PI158English.pdf>
- Instructions for EZ-SPORE™: <http://www.microbiologics.com/docs/PI224English2008FEB13.pdf>

For a language other than English, go to the [Home](#) page, click on [Support](#) on the top bar, go to [Documents](#), go to [Product Inserts](#), and click on the insert that you need.

### 26. Should I get the same CFU count as the count listed on MicroBioLogics® Certificate of Assay?

You may not get the same CFU count because one, the value on the certificate is the mean (average) assay value and two, different media and different methods may yield different results. More information can be found at this link,

[http://www.microbiologics.com/docs/MeanAssayValueInsert%20Lit.250%202008.July14\\_1.pdf](http://www.microbiologics.com/docs/MeanAssayValueInsert%20Lit.250%202008.July14_1.pdf).

### 27. I am having a problem with the enumerated product I purchased. What should I do?

Consult the trouble-shooting section of the product insert for a solution. If you are unable to solve the problem, contact Technical Support at [cfusupport@mbi2000.com](mailto:cfusupport@mbi2000.com) or call 866-587-5907. Please give Technical Support the following information:

- The nature of the problem
- The media on which the organism was grown and the atmosphere and temperature used
- The lot number of the product.

## Quality Control Slides

### 28. What is the difference between KWIK-QC™ and Microbiology QC Slides?

KWIK-QC™ slides have a space on them for a patient sample(s). Descriptions of the two different types of slides can be found at [http://www.microbiologics.com/packaging\\_kwik\\_qc.php](http://www.microbiologics.com/packaging_kwik_qc.php).

## Frequently Asked Questions

### 29. Where can I find product inserts for slides?

There are product inserts for both the KWIK-QC™ and Microbiology QC slides. The inserts are inside the box of slides. They can also be seen on the website at the links listed below.

- KWIK-QC™ Slides: <http://www.microbiologics.com/docs/PI210English2007JUNE01.pdf>
- Microbiology Quality Control Slides:
- <http://www.microbiologics.com/docs/PI211EnglishSlides2008FEB07.pdf>

### 30. Which parasite is on the Fecal Smear Controls?

*Giardia lamblia* cysts are on the fecal smear control slides (SL10-10 and SL15-10).

### 31. What is on the Pneumocystis Control Slide?

The Pneumocystis Control Slide (SL70-10) contains a single, air-dried and methanol fixed rat lung tissue preparation containing *Pneumocystis carinii*.

### 32. What is on the Blood Parasite Control Slide?

The Blood Parasite Control Slide, SL90, is an air-dried, methanol-fixed, blood parasite smear containing *Plasmodium*, *Babesia* or *Trypanosoma*. A Certificate of Assay is on the inside cover of the box of slides that you purchase. The certificate identifies the type of parasite on the slides. MicroBioLogics® cannot guarantee which parasite you will receive because some blood parasites are not always available. If you need to find out which parasite is on the slide before you make your purchase, contact Technical Support at 866-587-5907, 320-253-1640 or [techsupport@mbi2000.com](mailto:techsupport@mbi2000.com).

### 33. Does MicroBioLogics® warrant its slides?

The slides are warranted to meet the specifications and performance printed in product inserts and supportive literature. More information may be obtained at <http://www.microbiologics.com/docs/LIT170.pdf>.

### 34. How do I get an MSDS for slides?

The MSDS can be obtained at: <http://www.microbiologics.com/docs/MSDS057.pdf>.