

Complaint Investigation Questionnaire for Helix Elite™ Molecular Standards

Inactivated Controls, Synthetic Nucleic Acids, Genomic Extracts

If a Helix Elite™ Molecular Standards product fails to perform properly, please fill out the following form, download and email it to techsupport@microbiologics.com or fax to 320-253-6250. If you are a distributor, please fill out the form for your customer. If you wish to speak directly with a Technical Support Specialist, call 320-229-7045. If you are in the United States, you may call toll free 866-286-6691.

Name: _____ Company: _____

Phone number: _____ Email address: _____

Microorganism name: _____

Which product are you inquiring about? Inactivated Controls Synthetic Nucleic Acids Genomic Extracts

Catalog number: _____ Lot number: _____

Please answer the following questions:

1. What was the performance issue? _____

2. How was the product used? _____

3. What was the rehydration volume? If possible, provide the final concentration or quantity of organism used in your assay: _____

4. Was the product completely rehydrated? _____
5. Did you confirm strains or nucleic acid sequence information were applicable to your assay? Yes No
6. If possible, please share your PCR assay (commercial or lab developed test, target region, single-plex or multiplex, primers and probes, etc.): _____

7. Did you perform gel electrophoresis on PCR products to troubleshoot your assay? Yes No
8. What PCR instrument are you using? _____