



## Unexpected Assay Results

When customers obtain unexpected or failed results it is common speculation that there is either a manufacturing or stability problem. We have many years of experience in the manufacture and quality control of these kits and we have invested much effort to enhance stability of ELISA reagents. The claims we make for shelf life in the form of expiration dates and the recommended customer storage conditions at 2-8°C are very conservative given that we typically have real time and elevated temperature data supporting even longer shelf life. Furthermore, the formulations of our reagents allow for prolonged storage at elevated temperatures and thus assure that problems such as summertime temperatures or delays in shipping or refrigeration problems at the customer location will not cause significant deterioration in the kits.

For these reasons, when you are experiencing problems with your results we suggest that you examine other potential causes and not consume your limited kit reagents in trying to prove that instability is the source of the problem.

We have found that a good way to pin point the source of laboratory problems is to have another scientist experienced in ELISA from your facility or an associate laboratory run the assay using different equipment. In most cases this will identify the problem. In other instances, please contact our Technical Support Team for assistance. Prior to contacting us, please be sure to have the following information available:

- ❖ Catalog and lot number of the kit.
- ❖ OD readings of the standard curve.
- ❖ Type of curve fit routine used to calculate standard curve.
- ❖ Type of diluents used.
- ❖ Control results.
- ❖ Assay protocol used, either standard or high sensitivity.

This information will help us troubleshoot your data in a logical manner by defining the exact nature of the problem.