QUIDEL | FreshCells™

Primary Tissue, *FreshCells* Single and Mixed, Cell Culture Media

Frequently Asked Questions

General

What information do I need to provide when reporting a problem?
The following information is required in order to open an investigation:

- Facility name
- Customer number
- First and last name of the person reporting the issue
- Phone number and e-mail (or fax number)
- Product code
- Lot number
- Number of affected product
- Detailed description of the issue

Primary Tissue

What is the expiration date of Primary Cells?
There is no labeled expiration for Primary Cells; the date on the label is the plant date. We recommend that they are inoculated within 7-9 days of receipt, as long as the monolayer is healthy and at an acceptable confluence (approximately 75% to 100%). See the CLSI Viral Culture; Approved Guidelines M41-A for your reference.

What should I do if my cells exhibit endogenous virus or contamination?
Contact Quidel Technical Support at 800.874.1517. An internal complaint will be entered. We will then arrange for credit or replacement of the affected product, if needed, as well as notify our QC department to check our retains.

What is the difference between RhMK and RhMK II cells?
RhMK cells are derived from the original kidney tissue. RhMK II cells are derived from the first passage of the original kidney tissue.

There is a different label on the foam that my cells came in, what does the symbol and date mean?
“  ” is the universal medical device symbol for manufactured date. In the case of our Primary Cells, this is the plant date. There is no expiration date on the label for Primary Tissue.

What is the difference between the “A” and “non-A” primary cells, for example 49-0600 and 49-0600A?
The 49-0600A cells contain SV5/SV40 anti-sera in the shipping media. The 49-0600 cells do not.

FreshCells Single and Mixed

My cells arrived with holes in the monolayer and/or appear stressed out, what should I do?
Incubate the cells overnight and assess them in the morning. Usually with light shipping stress, the cells will recover overnight. Cells that have sustained more damage may take longer incubation for the cells to completely recover. If there is a large hole in the center of the well or coverslip, this damage does not usually recover. Call Quidel Technical Support at 800.874.1517 to report the issue and arrange for credit or replacements for the unusable cells if needed. An internal complaint will be entered and Quality Control will be notified.

What should I do if my cells look toxic or contaminated?
Report the issue to Technical Support. An internal complaint will be opened and Quality Control will be notified. Credit or replacements will be arranged at this time if needed.

What are the storage conditions for *FreshCells*?
We recommend storing cells at 22°C to 28°C in a clean, dark or low light intensity area in such a way that the cell cultures remain covered by cell culture medium. Ambient temperature will slow the growth of the cells, in order to avoid overgrowth and to keep them closer to the desired 75% to 90% confluence. If desired, un-inoculated cells can be stored at 35°C to 37°C in an incubator. This is **not suggested** for rapidly growing cells or carcinoma cell lines. Due to the tendency for these cell line types to overgrow, which may result in piling or peeling of the monolayers, an incubator temperature greater than 33°C is not suggested (CLSI M41-A, 5.3.2 Maintenance).

Un-inoculated *MixedCells*™ should be stored at 22°C to 28°C (due to the dissimilar growth rates of the two cell lines) in a clean, dark or low light intensity area and in such a fashion that the monolayers remain covered by cell culture medium.

Cell Lines that should not be stored in the incubator:

ELVIS® (genetically engineered)	
R-Mix™ (*MixedCells*)	McCoy (Carcinoma)
R-Mix Too™ (*MixedCells*)	A549 (Carcinoma)
Super E-Mix™ (*MixedCells*)	HEp-2 (Carcinoma)
H&V-Mix™ (*MixedCells*)	

How long should I pre-incubate my cells prior to inoculation?
Examine the monolayers for proper morphology. Incubate cell cultures for 2 to 16 hours at 35°C to 37°C. The time frame of pre-incubation is dependent on the condition and confluence of the monolayer. For example, if the desired confluence is 75% and the cells are 70% to 75%, 2 hours incubation should suffice. If the cells are 60% and the desired confluence is 80%, the cells may need to incubate the full 16 hours. The closer the cells are to the labeled expiration date, the more retracted they become and the longer they may need to pre-incubate.

Do I have to run negative and positive controls for each run?
Most regulatory agencies only require negative controls with each run. Even though positive controls are not required, they may be useful for troubleshooting purposes or for the production of additional external staining controls. Check with your regulatory agency for their requirements.

What is the viral susceptibility of each cell type?
See the *FreshCells* Single and Mixed Package Insert for the viral susceptibility of each cell type:
http://www.quidel.com/sites/default/files/product/documents/pi-055en_freshcells-singlemixed_ce0843_v2012nov28_6.pdf

Cell Culture Media

Where can I find the ingredients for your media?
The ingredients are listed in the *FreshCells* Cell Culture Media Package Insert:
http://www.quidel.com/sites/default/files/product/documents/PI-073en_FreshCells_Culture_Media_CMPT_NoCE-NB_v2014FEB17f%20%284%29_3.pdf

How long is the media good for after I open it?
If stored properly with no pH or contamination issues, the media can be used through its labeled expiration date.

Do your refeed media contain antibiotics, or do I need to add my own?
With the exception of PN 10-310100 RM-01 Zero-Serum Refeed Medium, all others contain antibiotics. You should not need to add additional antibiotics. If you come across a severely contaminated specimen, we recommend filtering with a 0.2 or 0.4 filter.

What type of refeed media should I use?
We recommend the following:

Cells	Refeed
R-Mix	R-Mix Refeed
R-Mix Too	R-Mix Refeed
Super E-Mix	Super E-Mix Refeed Standard 2% Refeed Media can be used as a substitute
H&V-Mix	Standard 2% Refeed Media
ELVIS	ELVIS Refeed

For all other cell types we recommend Standard 2% Refeed Media with the exception of Influenza Isolation. For influenza isolation we recommend a zero-serum Refeed Media. See the CLSI Viral Culture; Approved Guidelines M41-A for your reference.

Do you offer any Antibiotics or Trypsin Solutions?
Yes:

- 10-010100 – Pen/Strep, 100X (100 mL)
- 10-020100 – Amphotericin B Concentrate (100 mL)
- 10-110007 – Trypsin Solution (7 mL) – 25 mg trypsin (porcine origin), in 7 mL PBS; frozen
- 10-100007 – Trypsin Solution (7 mL) – 2.5 mg trypsin (porcine origin), in 1 mM EDTA*4Na; frozen

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