



Cells on Demand

Frequently Asked Questions

General

What should I do if my cells look toxic or contaminated?

Report the issue to Quidel Technical Support. An internal complaint will be entered and Quality Control will be notified. Credit or replacements will be arranged at this time if necessary.

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)
- Sales order number
- Catalog number
- Lot number
- Quantity of affected product
- Detailed description of the issue

What type of refeed media should I use?

We recommend the following:

Cells	Refeed
R-Mix™ ReadyCells	R-Mix ReadyCells Refeed Wash with R-Mix Rinse buffer before refeeding
R-Mix Too™ ReadyCells	R-Mix ReadyCells Refeed Wash with R-Mix Rinse buffer before refeeding
Super E-Mix™ ReadyCells	Super E-Mix Refeed Standard 2% Refeed Media can be used as a substitute
HS27 ReadyCells	Standard 2% Refeed Media
McCoy ReadyCells	Chlamydia Isolation Medium

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?

All of the recommended media in the table on page 1 contain antibiotics. You should not need additional antibiotics.

Can I use R-Mix Refeed on my R-Mix or R-Mix Too ReadyCells?

No. The trypsin concentration is higher in the R-Mix Refeed and may cause the cells to pull away from the coverslip. The R-Mix ReadyCells Refeed has enough trypsin to aid in viral propagation without destroying the cells.

What is the expiration date of the ReadyCells?

The minimum shipment expiration is 60 days. Typically the outdate will be longer, depending on what is available in inventory.

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.

Frequently Asked Questions**Can I re-freeze my ReadyCells?**

Thawed ReadyCells should not be re-frozen. This information is provided on page 1 of the ReadyCells Package Insert under Warnings and Precautions:

http://www.qidel.com/sites/default/files/product/documents/PI-120en_ReadyCells_universal_CE0123_v2014JUN20.pdf

Do I need a ReadyCells heat block?

It is strongly recommended to use a ReadyCells dry heat block when thawing ReadyCells. The ReadyCell heat block is specially designed to quickly thaw the ReadyCells without damaging the cell monolayer. This information is provided on page 1 of the ReadyCells Package Insert under Materials Required but Not Provided:

http://www.qidel.com/sites/default/files/product/documents/PI-120en_ReadyCells_universal_CE0123_v2014JUN20.pdf

Once thawed and re-fed, how long do I have until I need to inoculate them?

This information is provided on page 1 of the ReadyCells Package Insert under the Limitations section:

http://www.qidel.com/sites/default/files/product/documents/PI-120en_ReadyCells_universal_CE0123_v2014JUN20.pdf

What are the storage conditions for ReadyCells?

Storage information can be found on page 1 of the ReadyCells Package Insert under Storage Instructions:

http://www.qidel.com/sites/default/files/product/documents/PI-120en_ReadyCells_universal_CE0123_v2014JUN20.pdf

What is the viral susceptibility of each cell type?

This information is provided within the graph on page 2 of the ReadyCells Package Insert:

http://www.qidel.com/sites/default/files/product/documents/PI-120en_ReadyCells_universal_CE0123_v2014JUN20.pdf