

# Quality & Safety

## Complaint form for qPCR reagents

Name:

Address:

Phone:

Email:

to be sent to the distributor in your country (where available) or directly to BIOREBA AG in Switzerland. Forms filled electronically might be sent directly by E-mail by clicking on the SEND button below.

Description of the problem:

qPCR reagent (Taq Master Mix, RT Master Mix, Primers/Probes Mix, positive control, negative control):

Taq Master Mix      RT Master Mix      Primers/Probes Mix

Name (pathogen):

Art. No.

Lot No.

Exp. date

When received?

When opened first?

Storage temperature?

Problem since - first use (Date):

Extraction Method:

BIOREBA DNA/RNA potato rapid extraction was used:      EB1      EB2

Art. No.

Lot No.

Volume

BIOREBA Extraction bags:

Art. No.

Lot. No.

Other method:

Type of Thermocycler used:

Type of PCR plates used:

Final PCR reaction volume:      µl      Target DNA/RNA volume:      µl

What was used for positive and negative controls in tests?

Ct-Value

Own, fresh tissue; what kind?

BIOREBA PC, Lot No.

BIOREBA NC, Lot No.

NTC

Other controls; what kind?

We would like to have satisfied customers. Your information may help us finding the cause of the problem. Therefore, we appreciate very much your cooperation. Please send the completed form to [admin@bioreba.ch](mailto:admin@bioreba.ch)

Page 1/1

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Adaptations from last version: buttons (clear form & send) removed