

# Quality & Safety

## Complaint form for ELISA reagents

BIOREBA

Name:

Address:

Phone:

Fax:

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 Email by clicking on the SEND button below.

Description of the problem:

ELISA reagent (IgG, conjugate, positive control, negative control)

IgG

Conjugate

Control

Name (pathogen):

Art. No.

Size (volume)

Lot No.

Exp. date

When received ?

When opened first ?

How was it stored ?

Problem since

first use (Date)

later use (Date)

Other reagents received with same shipment

Did they work well ?

yes

no

What buffers did you use?

from BIOREBA (dil. concentrates)

„home made"

Microtiter plate (type, manufacturer) did you use?

What was used for positive and negative controls in tests in case of the faulty IgG and conjugate?

\_ OD 60 min

Own, fresh tissue (what kind?)

Lyophilized controls from BIOREBA, Lot No

Other controls; what kind ?

Healthy control

Infected control

Buffer control

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.

1/1

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