

PRIONICS' DIAGNOSTIC PRODUCTS

FREQUENTLY ASKED QUESTIONS

THE KITS HAVE ARRIVED BUT WERE BEEN DELAYED SOMEWHERE FOR A FEW DAYS. WILL THEY STILL BE OK?

The components of these kits are quite stable and should perform well even when subjected to severe shipping conditions. Whether the integrity of the kit has been compromised depends on various factors and can only be determined by testing and consulting with our product specialist. Please contact one of our technical service team.

SOME COMPONENTS ARE MISSING FROM MY KIT?

Check that they have not fallen through and become stuck under the cardboard insert by carefully opening the kit. Contact AsureQuality Customer Support if they still cannot be found.

DOES THE WHOLE KIT NEED TO BE STORED IN A REFRIGERATOR?

Yes, components of individual kits are stored at refrigerator temperature (2-8oC) when not used for testing. Most reagents (except for the conjugate) are warmed up to room temperature prior to testing.

ONE OF THE COMPONENTS IN THE KIT IS EMPTY, HAS VERY LITTLE IN IT, OR IS DAMAGED.

Please contact AsureQuality Customer Support and provide us with the component name, lot #, kit lot # (located on the outside of the kit) and expiry date. We can assist you in replacing components that were damaged or compromised through shipment.

ONE OF THE COMPONENTS HAS BEEN SPILLED (OR BROKEN) -CAN I USE A SIMILAR ONE FROM ANOTHER KIT?

You may do, but only if they are from the same batch. Check the lot # and component # to see if the kits match.

THE PACKAGE INSERT CONTAINING INSTRUCTIONS FOR THE USE OF THE KIT IS MISSING (LOST OR DESTROYED).

Check to see if it has slipped down under the cardboard insert that holds the components, otherwise contact AsureQuality Customer Support to arrange replacement.

I HAVE DOUBTS ABOUT THE VALIDITY OF THE RESULTS WE ARE GETTING?

Please contact Dr Chris Carter of the AsureQuality technical service team.

DO I HAVE TO USE THE WHOLE PLATE AFTER I HAVE OPENED THE ALUMINIUM ENVELOPE?

No, place the desiccant pack with the unused strips back into the pouch, fold the end 2-3 times and seal completely with tape. Write on the label the date of use and the initial of the technician opening and closing the pouch each time strips are used.

IF I BUY A BOVIGAM KIT WILL THE TUBERCULIN ANTIGENS AUTOMATICALLY BE SENT WITH IT?

No, the avian and bovine tuberculin antigens, which are formulated specifically for use with Bovigam, are supplied separately. You will need 1x 20mL of each for a 2 or 10 plate kit and 3 of each for a 30 plate kit.

CAN I INTERCHANGE SKIN TEST TUBERCULIN WITH BOVIGAM TUBERCULIN?

No, these are formulations of different concentration and should not be interchanged.

WHAT KIND OF TUBES DO I USE TO COLLECT BLOOD FOR BOVIGAM, PRIMAGAM AND CERVIGAM TESTS?

Heparinized tubes. Do not use tubes with citrate or EDTA.

SHOULD I USE A SINGLE OR DUAL FILTER READ WITH MY PLATE READER?

Either will work.