

Technical Enquiry Guide

For Exymes Distributors

When a customer gets in touch with a technical question, the more information we have upfront the faster and more accurately we can respond. The questions below cover the most common areas we need to understand before we can give a useful answer.

You don't need to ask all of them every time. Use your judgement to collect what's relevant to the specific enquiry.

1. The Sample

- **Sample type:** What is the material being extracted from? (e.g. blood, saliva, swab, tissue, faecal, bone, plant material, cell culture)
- **Species:** What species is it from? (human, animal, plant, bacterial, and if animal or plant, which species if known)
- **Collection method:** How was it collected? (e.g. pin prick, EDTA vacutainer, swab, biopsy punch, storage card)
- **Storage:** How is it stored? (fresh, frozen, dried, on a storage card such as FTA, in a preservative or buffer)
- **Sample age:** How old is the sample, or how long has it been stored?
- **Sample quantity:** Is the sample volume or quantity limited? If so, how much do they have to work with?

2. The Downstream Application

- **Intended application:** What is the downstream use? (e.g. standard PCR, qPCR, STR profiling, NGS/sequencing, CRISPR genotyping, LAMP, RT-PCR)
- **Sequencing platform:** If sequencing, which platform? (e.g. Illumina, MinION, Ion Torrent)
- **Nucleic acid target:** Are they looking to extract DNA, RNA, or both?
- **Throughput:** How many samples are they typically processing at a time?
- **Equipment:** Are they working manually or do they have automation or liquid handling equipment available?

3. Their Current Workflow

- **Current method:** What extraction kit or method are they currently using, if any?
- **Reason for enquiry:** Are they experiencing a specific problem, or are they evaluating alternatives?
- **Point of failure:** If troubleshooting, at what point in the workflow does the problem occur? (extraction, quantification, amplification, downstream analysis)
- **Previous modifications:** Have they already tried any modifications to the protocol?
- **Comparators:** Are they benchmarking against another product? If so, which one?

If in doubt about any technical question, please pass it to us directly rather than attempting to answer on our behalf. We are happy to support you and your customer through the process and will always aim to respond promptly.

Technical enquiries: info@exymesplc.com