

Complaint Form - *real-time PCR kits*

In order to assist us fully understand the nature of your complaint, we kindly ask you to complete this complaint form, and return it to us via fax (+49 (0)30 65762831) or e-mail (info@minerva-biolabs.com). As your input is valuable to us, we shall carefully evaluate each complaint and respond to you as quickly as possible. Thank you in advance for your kind cooperation.

Required Information	
Product Catalogue Number	
Set Lot Number (not applicable for trial kits)	
PCR instrument used	
Taq Polymerase used	
Buffer used (Minerva buffer or Taq-specific buffer)	
PCR tubes used	
Detailed description of the problem:	
<u>LightCycler users</u> , please send the following files: .FLO-, .ABT-, .TEM-file (these files can be found under Windows Explorer/LightCycler/Users/User.../Data/... on the LightCycler computer.	
<u>All other real-time devices</u> , please provide screen shots of the following: 1. Thermal Cycling Setup 2. Detection Setup 3. Graph of Internal Control Probe 4. Graph of Target Probe 5. Result Report Screen shots can be generated using the "print" key on the upper right-hand portion of the keyboard. This information can be converted using Microsoft Paint (start/programs/accessories/paint). Simply paste the information (<control> + <v>) into Paint, and save the file as a jpg.	
Please provide a pipetting scheme of the reaction setup in question	
Contact Information	
Name	
Institute / Company	
Department	
Address	
Postal Code, City	
Region (State), Country	
Phone, Fax	
E-mail	