

Name:

Email:

Affiliated Company or University:

Step 1: Have you reviewed our [FAQs for ELISA 2.0?](#)

Step 2: We require that you run the assay according to the CoA protocol and then complete the form below.

Products Information

Kit Name:	Purchase Quantity: number of kits
Kit Lot Number:	Specification: plates per kit
Product Code:	
Date Received:	Temperature on Arrival: °C
Date First Used:	Storage Condition: °C

Detailed Description

Experimental procedure: Steps followed, reagent volumes used, plate incubation conditions, reagent temperatures, etc.

Describe Specific Issue:

Have you followed the CoA when the issue was seen?

Have you repeated the experiment with the same issue?

Have you used this product before?

Have you seen the same issue with other plates in the same kit?

Have you seen the same issue with a plate(s) from a different kit lot?

Please share information with support@inbio.com:

1. InBio Troubleshooting Form as .pdf file type
2. Data file as an Excel .xlsx or Gen5 .xpt file type
3. Plate Results: Include plate layout, OD values (including blanks) and plate analysis as .pdf or .jpeg file type