



Troubleshooting Guide for QuickStep™2 PCR Purification Technology (384-Well Plate Kits)

PROBLEM	POSSIBLE CAUSE	SUGGESTED SOLUTIONS
% Recovery Low	Plates may have been frozen	<ul style="list-style-type: none"> • Store plates at 4° C • Ensure that your refrigerator/cold room is accurate
	First spin too slow or too short	<ul style="list-style-type: none"> • Perform first spin for 2 minutes at 850 x g • Ensure that your rcf to rpm conversion is accurate
	Less than 5 µl PCR product loaded on plate	Load ≥ 5 of PCR product on the column
Purified sample was not clean	Sample did not pass over the column	<ul style="list-style-type: none"> • Take care to avoid any cracks in gel matrix when loading sample • Take care to load sample as close to center of column as possible, to ensure that the sample does not slide down between the matrix and the wall of the plate
	There are primer-dimers visible in the purified sample	QuickStep™ 2 will not remove primer-dimers from your sample
	Greater than 15 µl loaded on plate	Load ≤ 15 µl of PCR product on each plate
Purified sample volume too high	Plates may have been frozen	<ul style="list-style-type: none"> • Store plates at 4° C • Ensure that your refrigerator/cold room is accurate
Purified sample volume too low	Plates may have been frozen	<ul style="list-style-type: none"> • Store plates at 4° C • Ensure that your refrigerator/cold room is accurate



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For additional troubleshooting assistance, please contact Edge BioSystems at:

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