



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

PROBLEM	POSSIBLE CAUSE	SUGGESTED SOLUTIONS
<b>% Recovery Low</b>	Plates may have been frozen	<ul style="list-style-type: none"> <li>• Store plates at 4° C</li> <li>• Ensure that your refrigerator/cold room is accurate</li> </ul>
	First spin too slow or too short	<ul style="list-style-type: none"> <li>• Perform first spin for 2 minutes at 850 x g</li> <li>• Ensure that your rcf to rpm conversion is accurate</li> </ul>
	Less than 5 µl PCR product loaded on plate	Load ≥ 5 of PCR product on the column
<b>Purified sample was not clean</b>	Sample did not pass over the column	<ul style="list-style-type: none"> <li>• Take care to avoid any cracks in gel matrix when loading sample</li> <li>• 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</li> </ul>
	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
<b>Purified sample volume too high</b>	Plates may have been frozen	<ul style="list-style-type: none"> <li>• Store plates at 4° C</li> <li>• Ensure that your refrigerator/cold room is accurate</li> </ul>
<b>Purified sample volume too low</b>	Plates may have been frozen	<ul style="list-style-type: none"> <li>• Store plates at 4° C</li> <li>• Ensure that your refrigerator/cold room is accurate</li> </ul>



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For additional troubleshooting assistance, please contact Edge BioSystems at:

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