



Troubleshooting Guide for QuickStep™2 PCR Purification Technology (Single Cartridges)

PROBLEM	POSSIBLE CAUSE	SUGGESTED SOLUTIONS
% Recovery Low	Cartridges may have been frozen	<ul style="list-style-type: none"> • Store cartridges 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 3 minutes at 750 x g • Ensure that your rcf to rpm conversion is accurate
	Incubation of PCR product too long in SOPE resin	Limit the incubation of your PCR product with the SOPE resin to less than 5 minutes
	Less than 20 µl PCR product loaded on cartridge	Load ≥ 20 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 tube.
	There are primer-dimers visible in the purified sample	QuickStep™ 2 will not remove primer-dimers from your sample
	Greater than 50 µl loaded on cartridge	Load ≤ 50 µl of PCR product on each cartridge
Purified sample volume too high	Cartridges may have been frozen	<ul style="list-style-type: none"> • Store cartridges at 4° C • Ensure that your refrigerator/cold room is accurate
Purified sample volume too low	Cartridges may have been frozen	<ul style="list-style-type: none"> • Store cartridges 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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