



TROUBLESHOOTING CHECKLIST

For technical queries please provide the following details

Approximate Length of Time for Clearance of Goods at Airport	
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Please indicate the storage temperature and conditions of storage facility used

a) At your Premises		
b) At your Customer's Premises		
Has the Biotec Product been frozen? (please tick)	YES	NO

Specimen information

Sample Type e.g. serum, whole blood, urine	
Age of Sample when Tested	
Storage Temperature of Sample before Testing	

Indicate test method (Tick box)

a) Slide Test	b) Tube Test	c) Other (please give details)
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Methodology and results

Instructions for use (IFU) revision number (see footer of page)		
Indicate Centrifuge Speed Used, if applicable		
Has your customer used this Biotec product before? Please tick box	Yes	No
Were Control Tests Performed? Please tick box	Yes	No
For Microbiology Culture Media Please Detail Quality Control Organisms Used.		
Positive Control Result		
Negative Control Result		
Test Results using Samples		
Other Comments		
Is a small Quantity of the Product Available for Return to Biotec?		

For Biotec Laboratories Office Use Only

Date Query Received	
File Reference	C
Account Executive	