

Q&A (pipette tip)

1. What certification we have for our pipette tips?

Our tips are Dnase, Rnase, pyrogen, endotoxin and ATP free. Comply with ISO13485: 2016 quality control system. The materials conform to the requirements of USP Class VI. Irradiation sterilization does not have residue on the product like ethylene oxide gas sterilization. Registered abroad as in vitro diagnostic consumables.

2. Which pipettes are compatible with our tips?

Our tips can be compatible with many brands of pipettes, include but not limited to Eppendorf, Thermo, GILSON, Biohit, IKA, Rainin, Brand, etc. By test, we have verified that with different pipettes, our tips will not leak, and can ensure the accuracy of pipetting.

3. How to sterilize the non-sterilized tips at high temperature and pressure?

Autoclaving is a very routine procedure. Sterilization at 121 ° C and 15 PSI for 30 minutes is recommended. For safety, it is recommended to wait until the end of the sterilization procedure.

4. How does the filter tip prevent pollution?

Filter tip prevent pollution mainly by two ways: one is through the aperture, the smaller the aperture is, the more effectively the aerosol can be blocked through; The second is through micro-channel interception, filter fibers interweave into disordered channels, greatly increasing the ability of the filter to capture aerosols.

5. Customers are worried that the refill tips cannot keep sterile.

We have verified that the refill tips can keep sterile when you replace the plate on the BSC

6. What is the grade of sterile SAL?

Our sterility grade is SAL 10⁻⁶.

7. How resistant are the tips to organic and inorganic solutions?

A wide variety of reagents are available in the laboratory, and in general the PP material is well resistant to all kinds of reagents. Therefore, there is usually no significant change even if the tip is exposed to the solvent for 30 days.

Experimental verification, in the test reagents propylene glycol (alcohol), petroleum ether (ether), ethyl acetate (ester), acetic acid (acid), sodium hydroxide (base), dichloromethane, tetrahydrofuran (alkane), DMSO and other commonly used reagents immersed in 30 days, no deformation and no corrosion, using 1/10,000 balance weighing, no significant change.

8. Is the release agent used in the production process?

Not used.

9. why some tip with scale?

The tip with scale allows the user to observe whether the suction volume of the pipettor is accurate.

10. How many times can the tip rack be sterilized by high temperature and high pressure?

We recommend that customers use our tip rack for autoclaving no more than 3 times.

Conditions: 15 PSI at 121 ° C for 30min.

11. Have our tips been treated with DEPC?

DEPC treatment is designed to make the products free of nuclease, whereas PakGent's products are all Dnase and Rnase-free. This is because that we control the whole produce process. Final product without additional DEPC processing steps. PakGent's products can be used in molecular biology experiments instead of DEPC-treated product.

12. What is the process of low retention technology?

Our low retention products are excellent, because we design precise plastic mould, mature manufacturing process, and professional material prescription. We do not use any release agents, lubricants and other materials that affect the experimental results.

13. Can low retention products be sterilized?

No. If a sterile product is required, the corresponding sterilized product can be purchased. If the customer sterilizes by himself, it may affect the ultra-low retention surface, thus affecting the performance.

14. Can the filter tip be sterilized?

No. If the client want the sterilized product, we can provide sterilized product. If the client sterilizes by himself, it may affect product performance.

15. Is the color difference acceptable for different lot sterilized tips or even in one lot?

Yes. Due to the particularity of the sterilization process, the dose absorbed by the product during the sterilization process is not consistent, which will lead to a slight difference in the color of the product. However, this does not affect the sterility of the product. All our sterilized products have been verified for sterilization, and we can provide a report.

16. Users feedback that the tips hanging liquid ?

We have low retention tips and normal products, low retention tips will have little residue compared with other tips. If the users want to low residue and low retention, we recommend the low retention products.

17, What is the residual rate of Universal fit pipette tip ?

Less than 5% with 1000ul and 200ul; less than 10% with 10ul

18, What is the concentricity of a 1,000 ul pipette tip?

1.5mm

19, Do we have an extended tips? What is the sign for it?

Yes,we have. The part number is followed by a capital letter "E".

20, Are PakGent 's pipette tips compatible with all pipette?

No, there are too many pipette models on the market. Our tips are not compatible with all pipettes, so we recommend that the salesperson sends some samples to the customer first to see if they are compatible.

21, Is the box available for purchase alone?

Yes

22, Can the tip contact with concentrated sulfuric acid and concentrated hydrochloric acid?

Short contact is fine, but long time immersion is not allowed.

Q&A (cell culture flask/dish/plate)

1. What does "TC-treated" mean?

"TC-treated" means "Tissue Cultured treated ". PakGent's products make cells adhere to the wall by improving the hydrophilicity of the surface, using corona discharge to improve the adhesion of the proteins.

2. Which products should I use to culture the suspended cells?

untreated surface culture products.

3. What certificates do PakGent have for cell culture products? Is there a medical device registration?

PakGent's cell culture products are only used for research, and there is no registration certificate related to medical devices or drug packaging materials. We can provide ISO quality certificate of production factory and quality certificate of each lot of products.

4. I want to add extracellular matrix. Which products should I choose?

You can choose untreated surface products.

5. How to use the cell culture flask with plug cap? What is the difference with vent filter cap?

The cell culture flask with the plug cap provided a closed cell culture environment. If we need air exchange , the cap should be loosened slightly after the culture flask was placed in the incubator. Similarly, when taking it out from incubator, it is necessary to tighten the cap before taking it out. The vent filter cap itself has the function of air exchange, and the filter membrane can prevent microbial contamination. Therefore, you can directly tighten the flask cap before put into the incubator, but you need to pay attention not wet the filter membrane on the flask cap, because the wet filter membrane can not allow the gas through.

6. What is mean “T25” and “T175”?

For T25, it refers to a cell culture flask with a growth surface area of 25cm².For T175, it refers to a cell culture flask with a growth surface area of 175 cm².

7. The cell culture flask/dish I purchased is not vacuum-packed, and the bag looks loose. Is there a quality problem?

PakGent's cell-culture products were not vacuum-packed but were manually aspirated for ease of transport. In addition, the temperature and air pressure in different regions will also affect the tightness of the packaging. If there is no air leakage in the packaging and the lid does not fall off from the product, it will not affect the sterile performance and product quality of the product. If the packaging is damaged or the lid is falling off from the product, please take a photo and file a complaint through your dealer, and please be careful to provide a photo of the outer case of the product. When you receive the goods, please carefully confirm whether the outer case is damaged or deformed.

8. I used PakGent's culture flask/dish/plate, and the cells did not adhere to the wall. Is it a product quality problem?

There are many factors leading to cell non-adherence, such as medium composition and pH, culture environment, digestion operation, cell type, cell passage and so on. If you use the same product for a long time to culture the same cell line and the cells do not adhere to the wall as before, it is recommended that you record the batch number of the product used in the two cases in time, and repeat the parallel experiment, that is, use the cells from the same source on the two batches of products for culture (pay attention to the use of the same source of medium). Cultures were grown in the same incubator to determine the main reason for nonadherent cells.

9. The color of the culture flask/dish/plate I purchased this time is yellow than that of the last time, is it the product quality problem?

No. Due to the particularity of the sterilization process, the dose absorbed by the product

during the sterilization process is not consistent, which will lead to a slight *difference* in the color of the product. However, this does not affect the sterility of the product. All our sterilized products have been verified for sterilization, and we can provide a report.

10, What is the thickness of the bottom of a cell culture dish?

1mm

Q&A (8-Strip PCR tube)

1. Characteristics of 8-Strip PCR tube products?

100,000 class clean room, Dnase and Rnase, pyrogen are free, medical polypropylene material. Ultra-thin and uniform tube wall (0.15-0.35mm), faster and more accurate heat conduction, accurate temperature control. The fluorescence value was more than 130000. It is suitable for real-time fluorescence quantitative PCR(qPCR), and general PCR and reverse transcription(RT-PCR) experiment consumables.

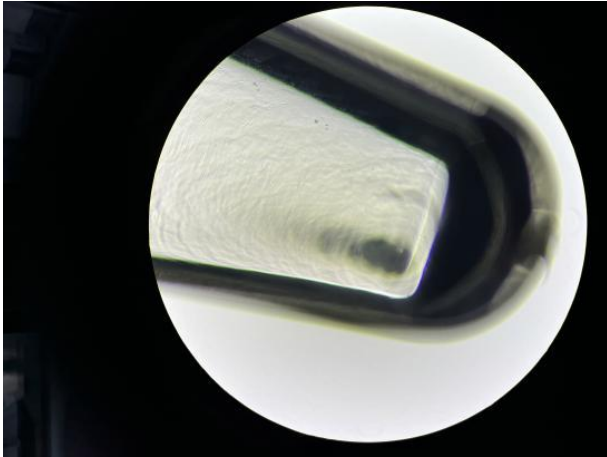
2. What is the wall thickness of 8-Strip PCR tube?

The wall thickness of our 8-Strip PCR tube is 0.15-0.35mm, which can ensure uniform thermal conduction during the PCR cycle, high thermal conduction efficiency, and good PCR experiment effect.

3. How about the transmittance of 8-Strip PCR tube?

When the experiment was examined under 40 × magnification, you can see the surface of the 8-Strip PCR tube of samples was smooth, the light penetrated evenly, and there was no light and dark alternating.

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8-Strip PCR tube smooth test: smooth, smooth, good light transmission

4. How about the seal of 8-Strip PCR tube?

20u liquid was taken and the normal PCR reaction was carried out. After the reaction, the evaporation rate was less than 3% by weighing method..

5. how to choose 8-Strip PCR tube?

The eight strip are divided into white and transparent, and the selection method is the same as the plate, according to the fluorescence signal acquisition method of the PCR instrument. The specifications of the eight strip are 0.1ml(low tube) and 0.2ml(high tube), which are determined by the volume of the heating module of the PCR instrument.

6, Is the PCR cap a frosted (non-shiny) cap?

No, the cap must be clear.

Q&A (PCR plate)

1. Product classification of PCR plate?

PakGent PCR plates can be divided into two types according to color: transparent and white. According to the skirt can be divided into no skirt, half skirt and full skirt; According to the volume, it is divided into 0.1ml and 0.2ml two specifications.

2. How to choose PCR plate?

If you use an instrument that reads fluorescent signals on the top, then PakGent's white PCR plates are better than transparent plates, and the white PCR plate can effectively prevent signal interference between wells. In addition, white PCR plates can more effectively read the fluorescence value of the signal, reduce the interference of background fluorescence, and have better stability. For the instrument that reads the fluorescence signal at the bottom, select transparent PCR consumables. Therefore, how to choose PCR plate should be determined according to the type of instrument.

3. How to choose 0.1ml or 0.2ml PCR plate?

This requires reference to the model of the PCR instrument. Different brands and models match different PCR plates, which are generally described in the parameters or introduction of the instrument.

4. Can PakGent's PCR plate match all instruments on the market?

PakGent is able to provide PCR plates to match majority of PCR machines on the market.

5. Is there a frosted on the PCR lid?

No

6. What is a PCR inhibitor?

It is mainly the substances that inhibit the PCR reaction, including high concentration of inorganic salts, heme, fats and so on.

Q&A (cryogenic vial)

1. how sealing property of the cryogenic vial?

The seal of the cryogenic vial affect the volatilizing rate and leakage of long-term stored samples.
For thispoint, we have design and testing support materials.

2. Are the cryogenic vials Dnase/Rnase free?

All vials were certified Dnase/Rnase free.

3. What is the low temperature resistance of the cryogenic vial?

Long-term storage in liquid nitrogen tanks without any problems.

4, What types of cryogenic vial are there?

There are two types cryogenic vials. Including internal thread cap and external thread cap.

Q&A (centrifuge tube)

1. what types PakGent's centrifuge tubes are?

50ml conical centrifuge tube, 15ml conical centrifuge tube, microcentrifuge tube (5.0ml, 2.0ml, 1.5ml, 0.5ml), 50ml self-standing centrifuge tube.

2. What material is the PakGent centrifuge tube made of? What are the characteristics?

PakGent's centrifuge tube is made of polypropylene (pp) as raw material, using imported PP material conforming to USP class VI standard, Dnase, Rnase, pyrogen are free, and can withstand the temperature range: $-80^{\circ}\text{C}\sim 121^{\circ}\text{C}$. Can easy open and close with one hand. The tube is with the scale clear and easy to read.

3. Advantages and disadvantages of commonly used materials?

PP (polypropylene) : translucent, good chemical and temperature stability, withstand the temperature range: $-80^{\circ}\text{C}\sim 121^{\circ}\text{C}$.

PC(polycarbonate) : better transparency, hardness, high temperature disinfection, but not resistant to strong acid and alkali and some organic solvents such as alcohol. It is mainly used for ultra-high speed centrifugation above 50000 RPM.

PE (polyethylene) : opaque. It does not react with acetone, acetic acid, hydrochloric acid, etc. It is more stable and easy to soften at high temperature.

PS (polystyrene) : transparent, hard, stable to most aqueous solutions, but will be corroded by variety of organic solvent, mostly used for low-speed centrifugation, and generally disposable use.

4. Do the tubes contain nucleic acid residues and pyrogen?

No, they are RNase, DNase, DNA, pyrogen and ATP free.
