

# Customer Support Checklist / Process

for MitoXpress® Xtra – Oxygen Consumption Assay

(Cat #'s MX-100, MX-200 and MX-400)



**IMPORTANT:** Refer customers to User Manual (ask if they have read this); esp. Storage (p3), Cell Culture and Plating (inc. recommended cell densities; p8), **Signal Optimisation** (p7), Instrument Settings (p16) and Technical Hints and Troubleshooting (p17-19).

## Step 1: Is the customer experiencing difficulty re-suspending reagent?

We do see this very occasionally with customers (although in 10 years we have never seen this in Luxcel in-house R&D/QC) and it is invariably due to extended storage / shipping at elevated temperatures.

### If YES: Replace the product.

Additional: Review your shipping & storage process, shipping to customer, and remind customer of need to store product at 2-8 °C in the dark.

## Step 2: Is the customer experiencing problems storing product?

Each product has a stated shelf life, provided its stored as specified (2-8 °C in dark). Reconstituted product can be aliquoted in water and stored at -20°C, provided it is used within one month and not freeze thawed.

### If YES: Consider replacing the product

Additional: Review storage procedure and situation with customer, with reference to User Manual and recommended Signal Optimisation / Signal:Blank ratio and IF satisfied that customer has adhered to these and/or product is within shelf life specified, consider replacing the product.

## Step 3: Is the customer unable to detect specific probe signal?

Only IF Step 1 & 2 above are not an issue, then the reason for this is Instrument set-up.

### If YES: Advise customer on Instrument Set-up & Signal Optimisation.

Additional: Refer to User Manual for Measurement Parameters (p6), Instrument Settings (p16) and most esp. to Signal Optimisation (p7). Ascertain that customer has suitable instrument, correct filters, correct settings (assistance from their local Instrument Rep) and performs the recommended Signal Optimisation, to obtain minimum advisable Signal:Blank ratio.

**Only if above satisfied and problem remains:** Provide Luxcel with detailed information on Instrument make, model, settings as per Instrument Settings (p16) along with data output from Signal Optimisation, where output set to include export log of instrument settings.

## Step 4: Is the customer unable to detect probe signal increase with cells?

Only IF Step 1, 2 & 3 above are not an issue, lack of signal increase can be due to cell density (too low) or cell type that has low OXPHOS metabolism. Ascertain that customer has reviewed Manual for Cell Culture and Plating. Advise to run a range of seeding densities as high as is practical and recommend additional use of controls referring to Assay Preparation (p8-10). Note: It sounds obvious but make sure the customer has carefully analysed their data! (i.e. scale signal axis correctly)

**Only if above satisfied and problem remains:** Provide Luxcel with detailed information on Instrument and settings, as above, along with data sets for Signal Optimisation and Seeding Density experiments.