

Diagnosics Support FAQ Guide

Interactive: Links to Valuable Resources

COA & SDS

CERTIFICATES OF ANALYSIS & SAFETY DATA SHEETS

1. [Website - Search for any available product COA and SDS](#)



VALIDATION PROTOCOLS

1. [User Guides \(Q7 or X5\)](#)
2. [Validation Guide for BAX System Assays](#)
3. [DIY Validation Guide](#)

ENRICHMENT ADVICE

1. [User Guides \(Q7 or X5\)](#)
2. [Kit Inserts for Q7](#) - search using: `ins - bax - q7 - assay`
3. [Kit Inserts for X5](#) - search using: `ins - bax - x5 - assay`
4. [Ask our Applications Experts](#)



TROUBLESHOOTING

1. [User Guides \(Q7 or X5\)](#)
2. [Contact Diagnostics Support](#)

Please provide: serial number of cycler, log file, site, BAX file, sample and enrichment description, any previous troubleshooting, product information – target, assay, lot #

RESULT INTERPRETATION

1. [User Guides \(Q7 or X5\)](#)
2. [Schedule a Meeting with an Expert](#)



PRODUCT TRAINING

1. [Training Videos](#)
2. [Ready-Reference Guides \(Real-Time, Standard, X5, 24E, Y&M\)](#)
3. [Request Training](#)

CONTACT INFO

1. [EMEA - techsupport-emea@hygiena.com](mailto:techsupport-emea@hygiena.com)
2. [APAC - techsupport-apac@hygiena.com](mailto:techsupport-apac@hygiena.com)
3. [Americas - PCR, Innovate, RP & Mycotoxin](#)
4. [Environmental Monitoring - \(ATP, MicroSnap, InSite, AllerSnap, Allergens\)](#)

