

Customer support guidelines for kit users

We want you to get the most out of your biocrates kit.

We're happy to help all kit users, whether they're using a kit for the first time or have a specific question about any kit or software that might arise when using our products.

Each kit and software comes with comprehensive documents and video tutorials, that provide detailed instructions for use, preparation, and measurement. Additional support is included with kit purchase, offered as part of a package or charged per query on an hourly basis.

Support provided with support packages

- Two online training sessions covering the complete kit workflow plus key features of the MetIDQ™ software
- A performance assessment of the liquid chromatography-mass spectrometry (LC-MS) platform via system suitability testing
- A performance assessment of the kit by a biocrates support specialist, who will provide comprehensive feedback
- Eight hours of online support for the MxP® Quant 500, AbsoluteIDQ® p180 kit, AbsoluteIDQ® p400 HR, and MxP® Quant HR Xpress kits
- Four hours of online support for the AbsoluteIDQ® Bile Acids and AbsoluteIDQ® Stero17 kits

Kit installation re-training includes:

- The full online kit training provided with the starter package

Support included in kit packages

- Queries that can be handled within 30 minutes
- Performance assessment of LC-MS systems using data from system suitability testing prior to kit preparation, following a biocrates standard protocol (maximum 30 minutes)
- Specific questions not covered in user manuals regarding kit use in the laboratory, measurement using a LC-MS system or biocrates software
- Purchase of new equipment for kit use, such as a nitrogen evaporation system for kit preparations
- Use of non-standard sample matrices, such as preparation of tissue samples prior to kit use
- If required, troubleshooting product issues such as questions about kits and biocrates software, kit performance issues or inquiries regarding a kit shipment

Support charged per inquiry on hourly basis

- Topics covered in biocrates documentation on which you'd like additional specialist training or support
- Topics that are required for kit use, on which you'd like comprehensive training by a support specialist (such as training on features of the Analyst/MassHunter/MassLynx/Xcalibur software required for running a kit)
- Plate layout recommendations for kit measurements, such as the number of quality control samples and study pool samples measured per kit plate, data normalization procedures or customized kit plate layouts
- Full kit performance assessment check including kit preparation, quantification, LC-MS performance, or data quality (precision and accuracy), comprehensive feedback
- LC-MS instrument troubleshooting for issues that may affect the kit performance, such as a malfunctioning ultra-high performance LC pump system
- Kit data processing and validation training



Please check our **support FAQ** for solutions to common performance issues and technical problems or contact us and we'll point you in the right direction: support@biocrates.com.