**Cells Troubleshooting Form**

Please answer the following questions to help us troubleshoot any concerns.

1. **Cell Line**

|  |  |
| --- | --- |
| **Cat. No** |  |
| **Batch No.** |  |
| **Condition of medium after receipt: Has the medium arrived in frozen state?** |  |
| **How did you store the medium after receipt?** |  |

1. **Thawing process**

|  |  |
| --- | --- |
| **Date of thawing** |  |
| **Which media did you use? Did you use any supplements? If yes, which ones?** |  |
| **Please describe details of your thawing procedure (temperature of water bath, time, centrifugation).** |  |
| **How many flasks were seeded? What size of flasks?** |  |
| **What kind of cell culture flasks do you use? Did you use coated cell culture flasks?** |  |
| **What was the volume of media used?** |  |
| **What was the viability of the cell line after thawing?** |  |
| **When did you perform the first media change?** |  |
| **Describe the quality of the cells 24 hours after thawing, e.g. confluence, percentage of attached cells** |  |

1. **Cultivation**

|  |  |
| --- | --- |
| **Date of first sub cultivation** |  |
| **Dissociation reagent used, incubation time** |  |
| **Please describe details of your sub cultivation procedure (temperature, incubation time of dissociation reagent, centrifugation).** |  |
| **How many /what size flasks were seeded?** |  |
| **What was the seeding density of cells?** |  |
| **What was the volume of media used?** |  |
| **What was the quality of the cells 24h after sub cultivation (confluence, attachment of cells, morphology)?** |  |

1. **Freezing process**

|  |  |
| --- | --- |
| **Did you freeze the cells? Please describe in detail your freezing process (e.g. freezing medium, temperature, storage)** |  |
| **What problem occurred with this cell line?** |  |

***Note: Please attach any data or images you may have. Please provide your raw OD data of the standards, samples and controls in Microsoft Excel format.***