

## **Technical F.A.Q**

Q: Should I check the concentration of samples before sending it to you?

A: To ensure proper concentration, please check your samples by Spectrometry before sending them to us. Please refer to the sample preparation guide for more details.

Q: How to ensure optimal results?

A: Following are a few recommendations on obtaining an optimal result:-

- The length of the primer should be between 18 and 25 bases (ideally 20-25 bases)
- The desirable G-C content is 40 – 60 % with a melting temperature (T<sub>m</sub>) around 55 -60 °C
- No significant hairpins (>3bp)
- Free of salts, EDTA, or other contaminants

Q: What is the average read length for the system you are using?

A: We read approximately ~850bp per reaction.

Q: Should I send the primers along with the template DNA?

A: We recommend the primers to be sent in separate tubes with template DNA so that we can adjust the amount of primers.

Q: How much (volume) plasmid / PCR product are needed for a run?

A: Minimum 20ul of 100ng/ul of plasmids or 20ul of 50ng/ul of purified PCR products are required for a reactions.

## **General F.A.Q**

Q: What kind of machines do you use for the sequencing?

A: We use ABI3730XL .

Q: How long are my samples kept in freezer of CCB?

A: Basically we keep them for one month, and on special request, we extend this to be three months.

Q: How to request for a Retrial (Re-sequencing)?

A: If you are not satisfied with the previous sequencing reactions, you can request re-trial by calling the customer support team or sending us an email. However, CCB will decide if the rerun is necessary. The request is valid only if the technical team approves the rerun. If you have to send more sample or primer, it is not regarded as a free retrial order. It will be regarded as a paid new order. Re-sequencing request is only available for one month from the notice date of sample arrival.

Q: Can I modify the sample name (or primer name) before sequencing?

A: Yes, you can modify the reactions information while the order status is shown as "Pending". However, it is unable to modify any information when the order is confirmed.

Q: Do I need to place an order before sending samples to CCB?

A: Yes, you should submit an order first before sending samples to us. Otherwise, the samples may NOT be sequenced.

Q: Do you have discounts for samples with large in number?

A: Yes. Please contact us for quotation for large scale sequencing projects.