

TECHNICAL SUPPORT

Frequently Asked Questions

Question 1

How do I reconstitute my antibody?

Answer:

If the antibody is in liquid form, it is ready to use, no reconstitution needed.

Reconstitution is only required for the lyophilized antibody. Please refer to the reconstitution instruction in given with our Certificate of Analysis

Question 2

How do I store my antibody?

Answer:

Please store in -20°C

Question 3

Should I make aliquots of my antibody?

Answer:

Yes, we recommend making aliquots once reconstituted in order to avoid repeated freeze/thaw cycles.

Question 4

Do you have any more technical information (images/tests) not provided on the website?

Answer:

Yes, contact our team to inquire additional technical information thru info@csbiochina.com

Question 5

Do you provide commercial buffers to customers?

Answer:

Please inquire thru info@csbiochina.com

Question 6

What is the antibody made in?

Answer:

Every C S Bio antibody product is made with BSA, sodium azide, and PBS.

Question 7

Can we make our antibodies without preservatives?

Answer:

Yes! Please submit a general inquiry and we will respond within 1 business day. For immediate attention please contact us directly: info@csbiochina.com

Question 8

How do you choose an isotype control?

Answer:

2 simple steps: Match the IgG and Conjugation. For example, If you are using IgG1 PE antibody, find an IgG1 and PE conjugated isotype control.

Question 9

Do you offer the antigen or blocking peptide?

Answer:

Yes, we offer the same peptide use to immunize the animal. An easy way to determine which item fits what you need is take a look at your catalog number. The "Q0091RP" will be corresponding peptide for antibody Q0091R Please inquire thru info@csbiochina.com for more information.

Question 10

What is the isotype of this antibody?

Answer:

We currently offer IgG. This means it's the whole molecule of IgG. This will bind to all subclasses within Immunoglobulin G.

Question 11

After reconstitution in 100ul, the concentration is 1 ug/ul. Is this the total protein concentration or the concentration of the IgG?

Answer:

It is the concentration of IgG.

Question 12

Do you offer discounts on bulk orders?

Answer:

Yes, we do offer a discount for any order of 5 or more. Please fill out a general inquiry to us. For immediate assistance, please email info@csbiochina.com

Question 13

How do I get an exchange or refund for disqualified product?

Answer:

We want to ensure every customer is satisfied with our products Please email us at info@csbiochina.com with the following information in order for us to best understand the reason for your request:

- 1. Upload an image of a result that shows error.**
- 2. Copy and paste the experimental protocol used**
- 3. Explain how our technical support team tried to help.**

Once C S Bio receives your email, we will contact you about your request for an exchange or refund.

100% C S BIO COMMITMENT

To express our confidence in our products, we offer replacement or money back guarantee if you are not satisfied with products. For a full refund of product, customers can email us at info@csbiochina.com to present your scientific details including experimental design, image and etc. C S Bio's technical team will review your scientific details to determine whether the problem is due protocol or product quality product. Our team is ready to help with any experimental design or suggest troubleshooting.

Please contact our technical team at info@csbiochina.com with any inquiries about our products and services.

Fluorochromes

List of fluorochromes (peak excitation and emission wavelengths) used for flow cytometry or fluorescence microscopy in our C S Bio conjugated antibody products.

Conjugation Probes	Ex (nm)	Em (nm)	MW	Information
Reactive and conjugated probes				
R-Phycoerythrin (PE)	480;565	578	240 k	
PE-Cy5 conjugates	480;565;650	670		Cychrome, R670, Tri-Color, Quantum Red
PE-Cy7 conjugates	480;565;743	767		
Fluorescein	495	519	389	FITC; pH sensitive
Alexa Fluor dyes [antibody conjugates]				
Alexa Fluor 350	343	442	410	
Alexa Fluor 488	499	519	643	QY 0.92
Alexa Fluor 555	553	568	1250	QY 0.1
Alexa Fluor 647	652	668	1300	QY 0.33
Cy Dyes				
Cy3	(512);550	570;(615)	767	QY 0.15
Cy5	(625);650	670	792	QY 0.28
Cy5.5	675	694	1128	QY 0.23
Cy7	743	767	818	QY 0.28

Legend:

- Ex: Peak excitation wavelength (nm)
- Em: Peak emission wavelength (nm)
- MW: Molecular weight
- QY: Quantum yield