

Troubleshooting Support Form

1) Consider all steps and potential variables which can arise from your staining process:

Tissue Preparation	IHC Staining	Counterstain & Coverslip
microtomy/cryotomy	blocking	hematoxylin
slide preparation	antibody	dehydration/clearing
fixation	chromogen	mounting media

2) Refer to online troubleshooting guide CTM-00004: <https://www.novodiox.com/ihc-troubleshooting-tips/>.

3) Please be certain to isolate one variable at a time when you troubleshooting.

4) Please refer to Instructions for Use (IFU) and package inserts to ensure all product recommendations are being followed.

5) When troubleshooting, consider the following questions to identify a solution:

- a. What issue(s) are you seeing?
- b. Which protocol is being used?
- c. What type of tissue controls are being used?
- d. How well are the tissue controls staining?
- e. What adjustments have been attempted to improve staining results?

6) If problem(s) persist, contact Novodiox Technical Support as soon as possible:

Phone: 1.888.439.2716 ext. 2 or 510-342-3043 ext. 2

E-mail: Support@Novodiox.com