

# Return Authorization Form

Return Authorization #: \_\_\_\_\_

Date Requested: \_\_\_\_\_

## A. Customer Details

Name:		Company:	Phone:
Address:			Fax:
			Email:
City:	State:	Zip:	Country:

## B. Product Details

RunOne™ Power Supply: <input type="checkbox"/> With Time Control <input type="checkbox"/> Without Time Control	Serial # :	Invoice # :
Reason for Return: <input type="checkbox"/> The LED light is blinking and there does not seem to be any current. <input type="checkbox"/> NO LED light on when the power supply is plugged in the power outlet. <input type="checkbox"/> Others (please specify):		Date of Purchase:

## C. Research Conditions

Please provide answers to the following questions which may help us to diagnose the cause to the problem. Thanks!

- 1) You are working with
  - Protein
  - DNA
  - RNA
  - Other: \_\_\_\_\_
- 2) When running electrophoresis gels, you use
  - 0.5 X TAE buffer
  - 1 X TAE buffer
  - 0.5 X TBE buffer
  - 1 X TBE buffer
  - Other: \_\_\_\_\_
- 3) Do you make your own electrophoresis gel running buffer?
  - YES
  - NO
  - If NO, where do you buy from? \_\_\_\_\_
- 4) What stock concentration is your electrophoresis gel running buffer?
  - 5 X
  - 10 X
  - 40 X
  - 50 X
  - Other: \_\_\_\_\_
- 5) Do you usually **REUSE** the electrophoresis gel running buffer?
  - YES
  - NO
  - If YES, how many times? \_\_\_\_\_
- 6) If you REUSE the gel running buffer, how do you make up for the buffer evaporation?
  - add running buffer
  - add DI water
  - Other: \_\_\_\_\_
- 7) In general, how long does it take you to run a gel?
  - less than 20 mins
  - 20 to 40 mins
  - 41 to 60 mins
  - Other: \_\_\_\_\_
- 8) Is your electrophoresis system hot after a run?
  - slightly above room temperature
  - feels warm ( around 30 – 45 °C)
  - hot to touch (above ~ 48°C)
  - Other: \_\_\_\_\_

## D. For Internal Use Only

RA # :	Issued Date:	Issued By:
	Received Date:	Received By:
Action Taken:	Responsible Party:	
	Replacement Send Date (if any):	