

## Troubleshooting & FAQ

For troubleshooting issues with the Stabilizer, please refer to the Stabilizer Installation and User Manual supplied with the equipment

### What types of molecules or reagents can I stabilize?

Ambient Biosciences technology can stabilize a variety of molecules including antibodies and antibody conjugates, enzymes, small molecules, proteins, nucleic acids and others.

### Are there any types of molecules that I cannot stabilize?

Some reagents may require a custom BioFix buffer for maximum stabilization. Please reach out to [support@ambientbio.com](mailto:support@ambientbio.com) if you are interested in stabilizing any of the following molecules:

1. Iron/heme-based enzymes
2. Glycerol based materials
3. Volatile molecules (containing DMSO etc)
4. PCR or sequencing reagents

### There was a spill. Can I clean the Stabilizer?

Yes. Both the outside of the Stabilizer and the shelves inside may be wiped with water or ethanol. Please run the "Tray Dry" cycle after cleaning inside the Stabilizer.

### I used my whole eval kit, can I order more?

Yes! We offer restock boxes on all consumables. See table below for ordering information.

Consumable Kits Ordering Information		
Kit Name	Description	Catalog #
AmbiSet™ 15	All the supplies need to stabilize and store 40 BioFix™ 15 scaffolds	1003005
BioFix™ 35	All the supplies need to stabilize and store 45 BioFix™ 35 scaffolds	1003006
BioFix™ 175	All the supplies need to stabilize and store 15 BioFix™ 175 scaffolds	1003007

### Who can I reach out to with further questions and for ordering?

Please reach out to [support@ambientbio.com](mailto:support@ambientbio.com) anytime for help or more information regarding Ambient Bio's technology. Someone will reach out to you as soon as possible.

