



Custom Libraries Illumina preparation and Shipping Guidelines

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SERVICE CONDITIONS

Please read carefully!

The samples must meet the quality and quantity criteria and the shipping conditions, as indicated in the “Sample Requirements” and “Shipping” sections below. In case such specifications are not available the Customer shall enquire before sending any material. If storing and shipping conditions or sample specifications do not meet the required standards, IGA Technology Services may ask for an additional processing fee and the standard turnaround time might be delayed. Please note that the experimental setup and processing will be based on the information reported in the Sample Spreadsheet (**see Documents/Guidelines section in <https://igatechnology.com/>**). Keep in mind that absorbance-based methods (e.g., Nanodrop) might largely overestimate the DNA quantity. Clients will be informed upon QC if samples are non-compliant and must decide whether to proceed or submit replacements. The proceeding with non-compliant samples absolves IGA Technology Services of liability for experiment failures (inadequate library or low sequencing due to poor sample quantity and/or quality) and allows it to charge the full-service fee.

For custom libraries having low-diversity sequences (non-random) in the first 25 bases of any read (R1 or R2), Clients must declare the expected base content and provide details in the Libraries Spreadsheet. This applies to, but is not limited to, inserts with internal barcodes, primer annealing or digestion-based sites, or homopolymers. This is because Illumina sequencing is optimized and validated to use the first 25 cycles of R1 for quality metrics calculations. Low diversity can negatively influence pass filter percentages and calculated quality scores.

The information on low-diversity is crucial as it allows us to enhance base diversity with a well-balanced library like PhiX, thereby improving data quality. Failure to inform us of this issue may result in poor data quality, for which we disclaim responsibility. In such cases, the Client will be charged for the full service without the obligation to repeat the sequencing.

Contacts

All requests for information about the service must only be sent via email (custom_libraries_illumina@igatechnology.com) and will be dealt with within a maximum of two working days from receipt.

In case problems arise during the sample processing, the Customer will be contacted directly to agree on possible solutions. Notifications will be sent to the contact person indicated in the Sample Spreadsheet at the sample reception and delivery.

For sample return, data storage and delivery refer to general Terms and Conditions.



LIBRARY REQUIREMENTS

Pseudonymization.

Please refer to general Terms and Conditions.

Libraries specifications

- Diluent: 10mM Tris-HCl pH 8.5 or others commercial DNA resuspension buffer.
- Concentration range: 5ng/uL – 50ng/uL (by fluorimetry)

Keep in mind that absorbance-based methods (*e.g.*, Nanodrop) might largely **overestimate** the DNA quantity.

- Minimum volume: 25uL

Obligatory! Indicate in the Library sheet of the Sample Spreadsheet:

- Library preparation kit
- Index sequences for demultiplexing and name in case of commercial kit usage
- When using a homemade library construct it is mandatory to compile the full Adapter sequences used

SHIPPING

For batches of ≤ 24 samples, 1.5 mL or 2 mL tubes can be accepted. They must be sealed with parafilm. The tubes must have on the vial top, a clear and permanent sign (or a thin label) with a **progressive number** corresponding to information specified in the Sample Spreadsheet.

For batches of > 24 samples, samples are only accepted in 96-well plate, sealed with



adhesive/heat-sealed aluminum foil or multiwell strip caps. Each plate must be labeled with a plate identifier indicated on the Sample Spreadsheet.

IMPORTANT!!!The 0,5 mL and 0.2 mL tubes as well as strips are not accepted!

For more details, please follow "**Shipping and Packaging Guidelines**" PDF file available at <https://igatechnology.com/igatech/documents/>

IF YOU HAVE ACTIVATED THE PROJECT via <https://customer-portal.igatechnology.com/>:

Please follow the **shipping procedure** on the portal, attaching the **Sample Spreadsheet** and generating a **shipping barcode** to be insert into the parcel.

IF YOU RECEIVED THE QUOTATION via EMAIL

It is **MANDATORY to send us the compiled Sample Spreadsheet, both** with the shipped parcel and via e-mail. To properly track and safeguard your samples, send us the Tracking Number via e-mail (see Contacts).

Shipping Address:

**IGA Technology Services srl
c/o Parco Scientifico e Tecnologico "Luigi Danieli"
via Jacopo Linussio 51
33100 Udine Z.I.U.
Italy**