



Single Cell Applications

Sample 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. 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/>).

Single-cell sequencing is a high-risk technology. The complex nature of cells and tissues does not allow us to foresee the experiment results and the experimental success cannot be guaranteed.

The customer will be immediately informed if non-compliant samples are identified during cell counting and quality control, and he can decide if proceeding with the experiment or not.

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.

Contacts

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

The best approach for your particular cell type and experimental planning has to be discussed before starting your single cell experiment.

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.



SAMPLE REQUIREMENTS

Pseudonymization.

Please refer to general Terms and Conditions.

If human samples are provided, please fill out the Human samples clearance form and return a signed copy.

10X Genomics technology

- Type of sample: Frozen cell suspension in duplicate.

It is possible to receive and process live cells in culture, transported and hand-delivered directly by customers who can reach our laboratories in a time compatible with transport and processing in the same day.

This option must be discussed and planned with us.

- Recommended cell amount: 5×10^5 to 1×10^6 cells in 1 ml per cryotube

Minimum Amount: 100.000 cells in 0.5 mL per cryotube.

- Freezing Buffer: Cryopreservation media (*e.g.* cell growth media + 20% FBS + 10% DMSO; or 90% FBS + 10% DMSO; for critical samples Bambanker media is suggested).
- Viability: > 80%

We strongly recommend the optimization of cell isolation and preparation to ensure an adequate cell number, a viability rate exceeding 80% and absence of large cellular debris.

For details and suggestions regarding tissue dissociation, cells isolation and freezing refer to 10X Genomics Sample Prep Demonstrated protocols and visit <https://www.10xgenomics.com/support/> website or contact 10X Genomics Technical Support (support@10xgenomics.com).

Parse Bioscience technology

- Type of sample: Frozen fixed cell or nuclei suspension in duplicate.

Contact Parse Bioscience Technical support and refer to Parse Bioscience Fixation Protocols (<https://support.parsebiosciences.com/hc/en-us/categories/18950704717076-User-Guides>).

Library specification

In case the Customer is sending libraries or library pools for direct sequencing, please follow the Custom libraries Illumina or Custom libraries Element Bioscience sample preparation guidelines and shipping.



SHIPPING

Before submitting your samples, contact us to discuss the best approach for your particular cell type.

The cryotubes must have a clear and permanent sign with a progressive number corresponding to information specified in the Sample Spreadsheet.

Ship samples in **Dry ice overnight and arrange the delivery by 12 noon.**

IMPORTANT! Place tubes in cryoboxes to avoid direct contact of the vial with dry ice.

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**