

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):	