

Frequency	Problem	Possible Cause	Solution
Rare	During first droplet break, break solution is added and the sample is centrifuged. After centrifugation the aqueous phase turns solid.	Mixing strategy prior to centrifugation too vigorous.	Mix by gently flicking prior to centrifugation. If that does not solve the issue, let the tube sit for 15 minutes and then proceed to removing the aqueous phase.
Rare	Primer testing using qPCR provides inconsistent results (e.g. variable Ct between replicates with high standard deviation)	The ROX normalization is turned on in your instrument.	Make sure to turn the ROX normalization off before you start the qPCR run.
Medium	I observe only foam in one or more outlet well(s) of a dPCR cartridge.	This could be due to: cartridge failure, instrument failure or incorrect loading of the cartridge (wrong order or volumes).	If the loading of the cartridge was done correctly, please contact <a href="mailto:support@samplix.com">support@samplix.com</a> to evaluate other causes.
Frequent	Enrichment estimate measured by qPCR do not linearly correlate with the enrichment calculated on sequencing result.	qPCR enrichment estimate varies a lot depending on the positioning of the Validation Sequence used for the qPCR.	Use qPCR enrichment estimate only as indicative of positive enrichment whenever above 50x.
Rare	Instrument reports Error 8 (failure to maintain pressure)	This could be due to: cartridge failure, instrument failure or incorrect loading of the cartridge (wrong lanes selected).	If the error appears repeatedly, contact <a href="mailto:support@samplix.com">support@samplix.com</a> to evaluate the cause.