

# ChromoViewHD™ Karyotyping Services

## Sample Submission Guide

EverCell Bio | February 2026



CELL CHARACTERIZATION SERVICES  
BY EVERCELL BIO

### Standard Sample Format:

- 2 million ( $2 \times 10^6$ ) frozen cells per assay
- Frozen pellet (no supernatant) in 1.5 mL microcentrifuge tube
- Tube clearly labeled with Cell Name or Sample ID

**Note:** Ensure sample tube is clearly labeled with Cell Name or Sample ID and matches Sample Intake Form

### Sample Preparation Methods:

Recommended procedures for each method provided on following page

1. **Method 1:** Cell dissociation reagent to generate cell pellet (**recommended**)
2. **Method 2:** Collecting adherent cells from plate using cell scraper
3. **Method 3:** Cryopreserved cell vial

**Note:** Providing total cell counts for each sample is required regardless of method used as it informs DNA extraction procedures. If exact cell count is unknown, then please provide approximate number based on surface area of confluent well collected (i.e.  $\frac{1}{2}$  of 6well, 1 full 35mm or  $\frac{1}{4}$  of T25 flask, etc.)

### Storage Requirements:

- Store at  $-80^{\circ}\text{C}$  or  $-20^{\circ}\text{C}$
- Avoid freezing-thaw cycles.

### Shipping Instructions:

- Include Printed Submission Form in shipment
- Place samples in cryobox or sealed bag.
- Ship on dry ice.

**Note:** Ensure enough dry ice to ensure sample(s) remain frozen throughout transit.

### Acceptance Criteria on Receipt

- Sample Submission Form (printed and email submitted)
- Matching tube ID to the Sample Submission Form
- Proper Shipping conditions
- Intact cell pellet
- One sample per assay

### Not compatible with our service:

- Cell suspension
- Samples with  $< 2\text{M}$  cells
- DNA or RNA samples

## SHIPPING & CONTACT INFORMATION

### Shipping Address:

EverCell Bio Inc.  
27 Strathmore Drive, Suite 200  
Natick, MA 01760 USA

### Hours of Operation:

Monday – Friday  
9:00 AM – 5:00 PM (EST)

**Only ship Monday-Wednesday**

### Contact Email:

[ecb\\_services@evercellbio.com](mailto:ecb_services@evercellbio.com)

**Please provide shipping notification and/or tracking information to email above upon shipment.**

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# Sample Preparation Procedures

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## METHOD 1 (Recommended): Use of Cell Dissociation Reagent

1. Aspirate media
2. Wash cells with PBS +/- (no Mg<sup>2+</sup>/no Ca<sup>2+</sup>)
3. Treat with Accutase, EDTA or equivalent dissociation reagent to obtain single cells (5-10 min, 37°C, 5% CO<sub>2</sub>)
4. Gently triturate, collect and dilute 5x with DMEM/F12
5. Centrifuge 5 min at 1200 rpm
6. Re-suspend pellet in 1mL PBS and transfer to 1.5mL tube
7. Obtain total cell count (list cell count on submission form)
8. Centrifuge 3 min at 500 rpm
9. Aspirate media

## METHOD 2: Use of Cell Scraper

1. Aspirate media
2. Wash cells with PBS +/- (no Mg<sup>2+</sup>/no Ca<sup>2+</sup>)
3. Aspirate PBS carefully
4. Add PBS (1-2ml for 6 well-plate)
5. Using a sterile cell scraper, gently scrape the surface
  - a. Use consistent, moderate pressure
  - b. Move in one direction, then perpendicular
  - c. Avoid excessive force (prevents cell damage)
6. Tilt plate and rinse surface with pipette to collect remaining cells
7. Transfer cell suspension into labeled conical tube
8. Centrifuge 5 min at 1200 rpm
9. Re-suspend pellet in 1mL PBS and transfer to 1.5mL tube
10. Obtain total cell count (list cell count on submission form)
11. Centrifuge 3 min at 500 rpm
12. Aspirate media

## METHOD 3: Use of cryopreserved vial

1. Immediately thaw in a 37 °C water bath.
2. Transfer cell suspension into a 15 mL conical tube
3. Slowly add 9-10 mL pre-warmed media/DMEM or PBS +/- (no Mg<sup>2+</sup>/no Ca<sup>2+</sup>)
4. Centrifuge 5min at 500 rpm
5. Resuspend pellet in 1 mL PBS and transfer to 1.5mL tube
6. Centrifuge 3 min at 500 rpm
7. Aspirate media.

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