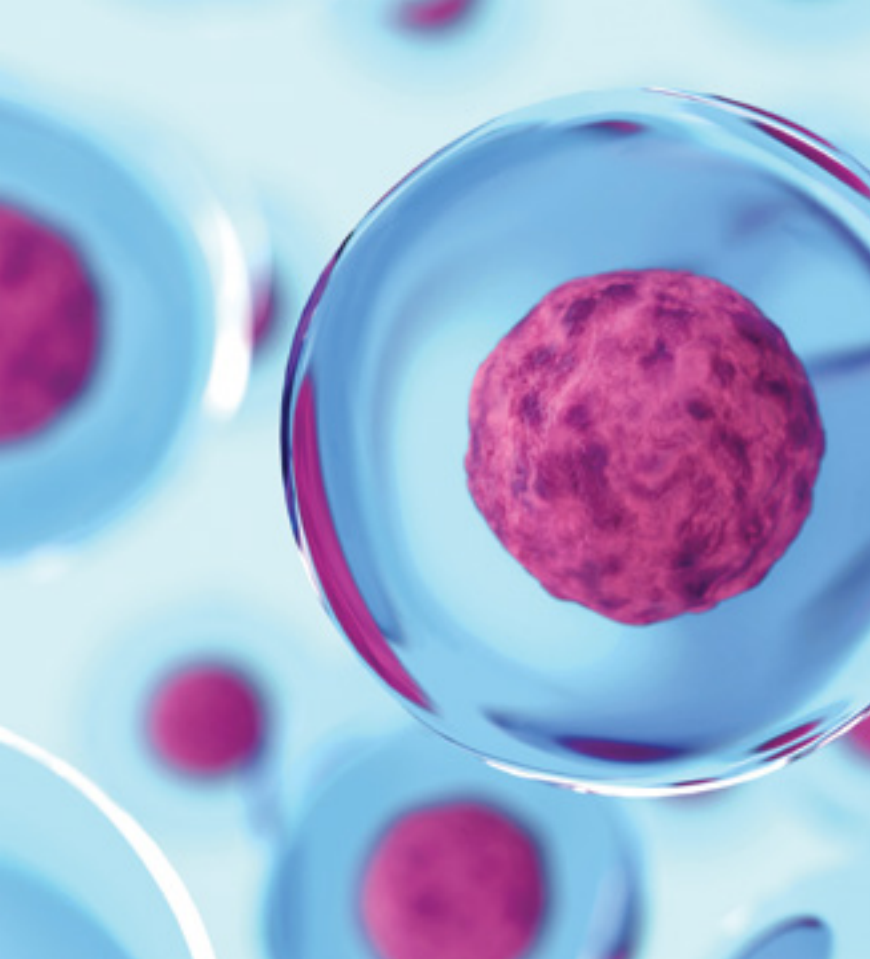




IDEXX **BioAnalytics**

Cell Health Guide

Healthy cells grow great science.



We know cells. You know success.

When cell health is compromised, problems don't fail loudly - they quietly impact your data, your timelines, and your outcomes.

Whether you're working with established cell lines or advanced cellular models like iPSCs and organoids, we understand the complexity - and the risk of your work, and we're here to help. Your cells have checkpoints; your workflows should too.

Working with IDEXX BioAnalytics offers distinct advantages:

Comprehensive services: We offer a single, go-to source for all your cell health needs.

Easy sample preparation: We know your time is valuable, so we make sample preparation and submission simple, flexible, and straightforward.

Rigorous testing procedures: IDEXX follows stringent validation protocols to deliver conclusive results.

State-of-the-art technology: IDEXX leverages advanced—even one-of-a-kind—testing solutions to deliver high-quality scientific outcomes tailored to your needs.

Expert support: Our mission is to be your partner in good science by providing dependable quality control services all with end-to-end support for your cells, biologics and related research needs.

Quality Control: Grounded in rigorous QA procedures, backed by dedicated quality management teams that ensure consistency and confidence in every result.

This Cell Health Guide is designed to support you with clear, practical information, including:

- + Best practices for testing frequency and timing
- + Testing recommendations by application
- + Detailed guidelines for keeping your cell programs running smoothly
- + Sample ordering and shipping instructions
- + Answers to frequently asked questions
- + Contact and support information



IDEXX BioAnalytics

2-3-Key

A simple system for cell health you can rely on.

ROUTINE TESTING. SMARTER CHECKPOINTS. STRONGER SCIENCE.

1. FOUNDATIONAL TESTING

Routine: At least every 3 months



**Two tests.
Every three months.**

Catch issues early. Stay in control.



STR (CellCheck™)

Verify identity.

+



Mycoplasma

Detect contamination.



**Make sure that your cells don't cause
a quiet failure in your research.**

2. PROGRAM PROTECTION

Key Checkpoints: Test deeper when risk is highest



**Test deeper when
risk is highest.**



Sterility

Ensure cultures are clean
and uncontaminated.



Virus Screening

Detect adventitious
virus contamination.

WHEN



New
Cell Line



Freeze /
Thaw



Before
publication



Before
key program
decisions



After
transfer /
scale-up

3. ADVANCED CELL MODELS

Application-specific testing



**Advanced assays for
complex cell models
as needed based on
your application.**



iCS-digital™

Screen your iPSCs for
Copy Number Variants and
genomic instability.



ConfirmPDX

Determine the accurate ratio
of human to mouse cells in
PDX and xenograft models.



Histopathology

IDEXX Histopathology services
can help analyze and qualify
advanced cellular models, such
as organoids.

CHECKPOINTS

Cells need them.
Your research program
relies on them.



Protect data
integrity.



Strengthen your
research program.



Support publication
and study conclusions.



Advance science.
Protect programs.

ROUTINE BUILDS CONTROL. CHECKPOINTS MANAGE RISK. CONFIDENCE DRIVES DISCOVERY.

You may perform cell testing more frequently than outlined here; however, this reflects the standard recommendation provided by IDEXX BioAnalytics and supported by scientific literature. Testing scenarios can be unique, so consult our scientific experts to determine the optimal testing cadence for your specific needs.

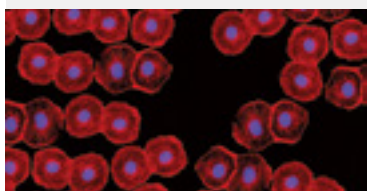
Precision today, breakthroughs tomorrow.

No matter the application, IDEXX BioAnalytics has a plan to keep your cells healthy and make sure you deliver sound science.

Stem Cells

Common Pitfalls:

iPSCs are inherently dynamic. Baseline STR profiling and viral testing, combined with routine monitoring for contaminants and copy number variants, support data integrity.



Recommended Testing:

- + CellCheck™ 16
- + iCS-digital™ PSC
- + h-IMPACT™
- + STAT-Myco™
- + Sterility Testing

Testing Frequency:

CellCheck + Myco

Every three months / 24 passages

iCS-digital

At KEY points

h-IMPACT/ Sterility

Freeze / thaw / bank

Tumor Research

Common Pitfalls:

With PDX studies you need to make sure that the tumor composition is understood and that the tumor hasn't been overtaken by mouse stroma. Murine virus testing also ensures no adventitious agents are propagated after the animal studies.



Recommended Testing:

- + ConfirmPDX™
- + IMPACT™
- + CellCheck™ 16
- + h-IMPACT™
- + Histopathology

Testing Frequency:

ConfirmPDX

At explant and throughout passaging during CDX generation

CellCheck + Myco

KEY points – beginning and end of study

Mammalian Cell Culture

Common Pitfalls:

Traditional mammalian cell culture has plenty of opportunities for error. Mycoplasma contamination and misidentification of cells are the two most common issues we see. Test early and often to avoid costly backtracking in your studies.



Recommended Testing:

- + CellCheck™ 16
- + h-IMPACT™
- + Sterility Testing
- + STAT-Myco™

Testing Frequency:

CellCheck + Myco

Every three months / 24 passages

Sterility

If there are culture issues and at freeze / thaw

h-IMPACT

Freeze / thaw

Bioproduction

Common Pitfalls:

As you scale up a new biological therapeutic, clean cell culture is essential for success. Eliminate the variables you can control, like contamination from your workflow – and let your therapeutic proteins shine.



Recommended Testing:

- + Sterility Testing
- + STAT-Myco™
- + STAT-Endo™
- + Interspecies Testing

Testing Frequency:

STAT-Myco

Every two months of continuous growth

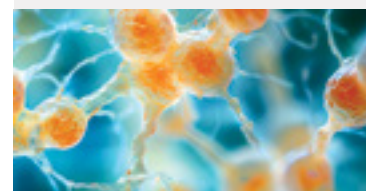
Sterility + Interspecies Testing + STAT-Endo

KEY points – freeze / thaw

Organoids

Common Pitfalls:

Organoids are poised to be the stars of the research show in years to come. Advanced cellular models have all of the same problems as traditional cell cultures – with higher value cells and higher consequences if contaminated or misidentified.



Recommended Testing:

- + CellCheck™ 16
- + h-IMPACT™
- + Sterility Testing
- + STAT-Myco™
- + Histopathology

Testing Frequency:

CellCheck + Myco

Beginning of study and at endpoint

Sterility + h-IMPACT

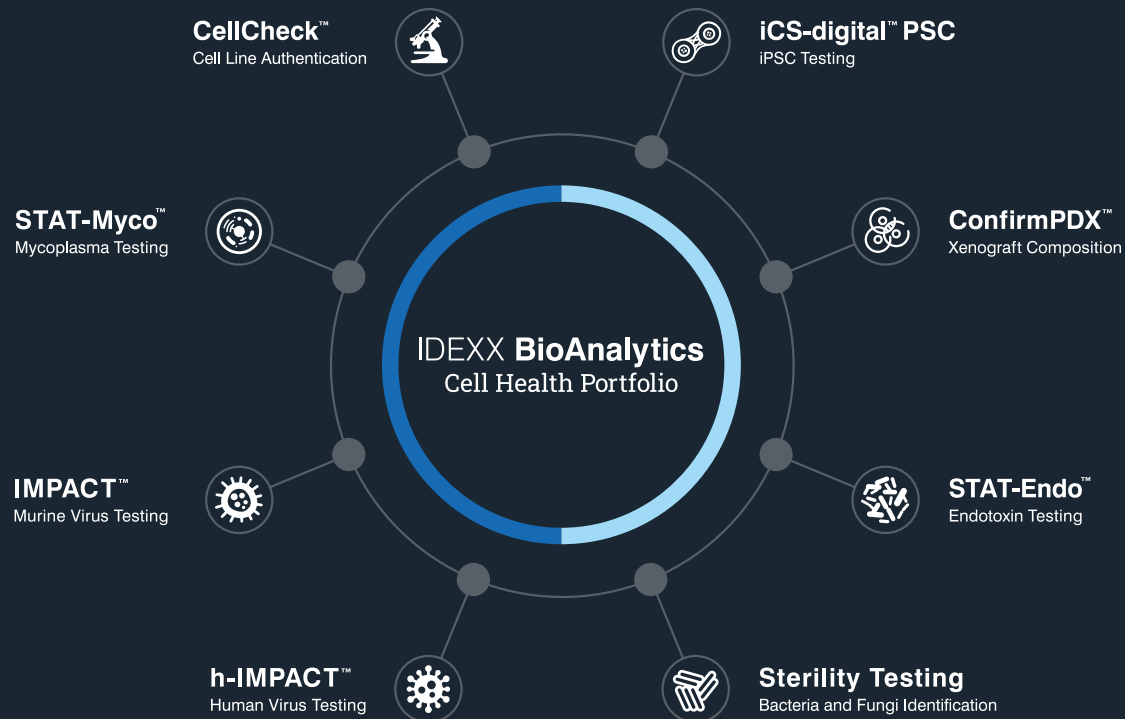
KEY points – freeze / thaw

Histopathology

To help confirm model ID

+ + + + +

Our Portfolio of Cell Health Services



CellCheck™ Cell Line Authentication

Cell line identity is critical; misidentification and contamination occur even in the most careful labs. IDEXX CellCheck™ makes authentication simple and reliable.

STAT-Myco™ Mycoplasma Testing

STAT-Myco™ delivers advanced detection of over 100 Mycoplasma species using highly sensitive real-time PCR—uncovering critical contamination that many rapid tests may miss.

IMPACT™ Murine Pathogen Testing

IDEXX BioAnalytics IMPACT™ rodent pathogen screening provides fast, reliable results to support safe in vivo work and strengthen vivarium biosecurity.

h-IMPACT™ Human Pathogen Screening

Human pathogen contamination risks staff and skews data by disrupting cell growth, even at low levels. h-IMPACT tests samples for viral background and impact.

Sterility Testing

IDEXX Sterility Testing applies a battery of growth media and conditions, with identification via MALDI-TOF MS to cover hundreds of bacterial and fungal genera.

iSC-Digital™ PSC Testing

IDEXX BioAnalytics offers a fast CNV genomic assay. The Stem Genomics iCS-digital™ PSC 28-probe test detects over 93% of recurrent defects in hPSCs.

ConfirmPDX™

ConfirmPDX™ accurately measures human vs mouse cells in mixed samples in PDX, CDX, whole blood and FFPE samples enabled by the first-to-market digital PCR assay delivering exceptional sensitivity.

STAT-Endo™ Endotoxin Testing

Detects endotoxin levels from 0.04 to 10 EU/mL, providing highly sensitive and accurate results for diverse research needs.

Sample Collection Instructions

CellCheck™ Cell Line Authentication

Sample Requirements

Cells

1x10⁶ cells/vial

In media, pellet or phosphate buffered saline (PBS)

Tumor / Tissue

30 mg (2-3mm²)

Turnaround Time

5 Business Days

STAT-Myco™ Mycoplasma Testing

Sample Requirements

Cells

1x10⁶ cells/vial

In media, pellet or phosphate buffered saline (PBS)

Tumor / Tissue

30 mg (2-3mm²)

Turnaround Time

3 Business Days

IMPACT™ Murine Virus Testing

Sample Requirements

Cells

1x10⁶ cells/vial

In media, pellet or PBS

Tumor / Tissue

30 mg (2-3mm²)

Liquid Sample (i.e., Antibodies)

500 uL recommended volume

Turnaround Time

3-5 Business Days

90% of
results
out in 48
hours.

h-IMPACT™ Human Virus Screening

Sample Requirements

Cells

1x10⁶ cells/vial

In media, pellet or PBS

Tumor / Tissue

30 mg (2-3mm²)

Liquid Sample (i.e., Antibodies)

500 uL recommended volume

Turnaround Time

3-5 Business Days

90% of
results
out in 48
hours.

Collection Instructions

- Submit one cryovial containing approximately 1x10⁶ cells/vial of each biological or cultured cell sample.
- Cells may be in the form of a pellet or in growth media, freeze media or phosphate buffered saline (PBS).
- For liquid samples, submit one cryovial of each sample with 0.5 mL of sample/vial.

Shipping

Ship samples by overnight courier with sufficient ice packs or dry ice so that samples remain frozen during shipment.



Sample Collection Instructions

Sterility Testing

Collection Instructions

- Submit tissue culture media + cellular material as some micro-organisms are intracellular or highly cell-associated.

Shipping

Submit overnight with ice packs to maintain cool temperature and insulation to prevent freezing.

Sample Requirements

Cells, Culture Media, or Other Liquid for Sterility 1000 µL is needed for sterility. Consult with our CSS team if you want to order multiple tests on the same material.

Turnaround Time

11 Business Days

iCS-digital™ PSC Testing via Stem Genomics

Collection Instructions

- Submit one cryovial containing approximately 1×10^6 cells/vial of each biological or cultured cell sample.
- Cells may be in the form of a pellet or in growth media, freeze media or phosphate buffered saline (PBS).

Shipping

Wet ice or dry ice, frozen samples preferred.

Sample Requirements

Cells

Cell pellet
Cells in culture media
Frozen cells
Genomic DNA (gDNA)
*Minimum of 5 ng/uL,
minimum of 100 uL*

Turnaround Time

3-5 Business Days

STAT-Endo™ Endotoxin Testing

Collection Instructions

- For liquid samples, submit one cryovial of each sample with 0.5 mL of sample/vial.
- If limited amounts of samples are available or require evaluation, call for more information.

Shipping

Ship samples by overnight courier with sufficient ice packs or dry ice so that samples remain frozen during shipment.

Sample Requirements

Cell culture media

Plasma

Serum

Medical device wash

Filter wash

Injectable materials

Turnaround Time

10 Business Days

ConfirmPDX™ Human: Mouse Testing

Collection Instructions

- Collect small (2-3 mm²) representative sample of explanted tumor.
- Cells may be in the form of a pellet or in growth media, freeze media or phosphate buffered saline (PBS).

Shipping

Ship samples by overnight courier with sufficient ice packs or dry ice so that samples remain frozen during shipment.

Sample Requirements

Cells

1×10^6 cells/vial
In media, pellet or phosphate buffered saline (PBS)

Tumor / Tissue

30 mg (2-3mm²)

Whole Blood

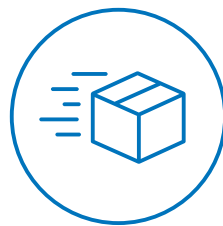
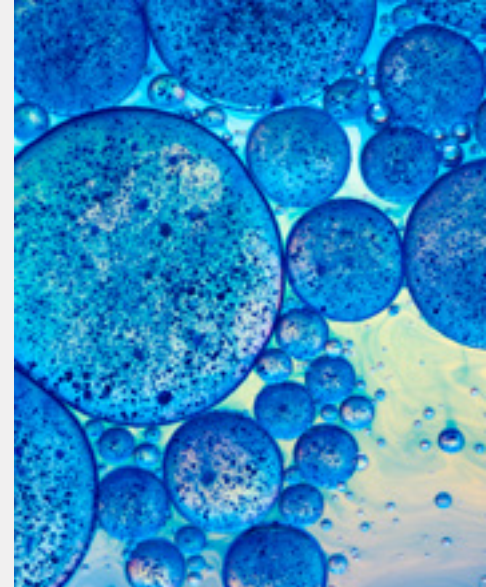
20 uL minimum volume

Turnaround Time

3-5 Business Days

Routine testing. Refreshingly simple.

At IDEXX BioAnalytics, we work to remove friction from every step of cell health ordering and submission. Our goal is a process that feels routine and reliable—easy to initiate, easy to complete, and seamlessly integrated into daily lab operations—to keep research moving forward with confidence.



Create an account

Quickly create an account in our system by visiting our [Account Creation Page](#).

Place an order

Once logged in, select from a menu of tests for any cell health application. Helpful videos and resources to will guide you through the process.

Ship your samples

Get step-by-step instructions to safely collect and ship your samples to our labs.

Receive your results

Once we receive your samples, we'll post the results in a matter of days.

Make payment

We will send an invoice once your order is completed. You have the option to pay by credit card* or by purchase order.

*Credit card payment not available for EU customers

Frequently asked questions.

Can I submit one sample for multiple tests?

Yes, one sample may be used for any combination of tests excluding sterility. For added sterility testing, we need a dedicated vial with 1000 uL

How do I get a quote for services?

Please complete a [quote request form](#) on our website to request a quote, and one of our experienced Account Managers will be in touch with detailed pricing and additional information.

What is the difference between a purchase order and an invoice?

Purchase orders are generated by buyers (submitters) to internally confirm funds and track the purchase. Invoices are official payment requests made by sellers (vendors) to buyers (submitters) after services have been completed. Invoices will reflect associated PO numbers for payment to be issued if notated at time of submission.

What should I do if I have billing related questions?

Our billing team is here to work with you to answer any questions, and ensure you have a positive experience. Feel free to reach out to them via email, and they will be glad to assist you:

North America, South America, Asia and Oceania

- Invoicing Question: IBA-NAinvoicing@idexx.com
- Invoice Remittance: remittances@idexx.com
- PO Notification: idexxbioanalytics@idexx.com

UK, Europe, Middle East and Africa

- Notification Email: idexxbioanalytics-europe@idexx.com
- Invoice Questions & Remittance: IBA-EMEAInvoicing@idexx.com

How do I access my test results?

We will email your results and post them to your account in our Secure Online Submission Portal.



Can I set-up a cell health program for my institution or organization?

Yes, we are happy to work with any organization or institution to learn more about your cell-based programs and help develop the right-size testing program to fit your needs. Depending on the cells you culture, the number of users, and the goals of your group, IDEXX will help you safeguard your valuable cell-based research.

What kind of scientific or technical support is available during the testing process?

Customers have access to IDEXX BioAnalytics expert scientists for guidance, support, and discussion of results. This consultative approach is designed to provide insight beyond raw data and help researchers proceed with confidence.

Do I need to pre-book or schedule cell health testing in advance?

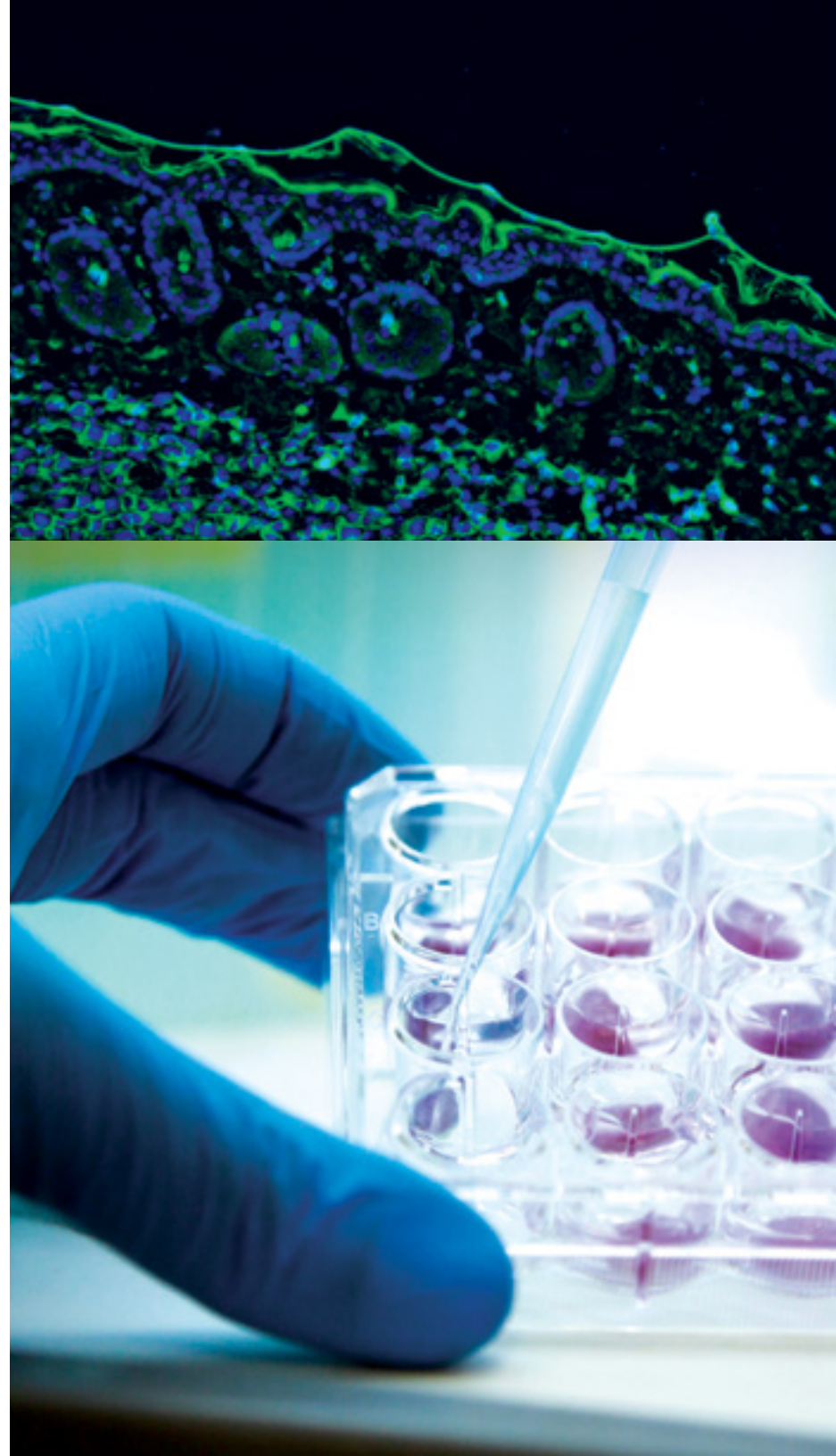
IDEXX BioAnalytics emphasizes flexibility and convenience. Customers do not need to pre-book services in advance, allowing testing to align with changing research needs and timelines.

What is the typical turnaround time for tests?

Most of our tests have a turnaround time of 3-5 days, except for Sterility Testing (11 days) and STAT-Endo™ (10 days). If you have any questions regarding turnaround times, please don't hesitate to reach out to your Account Manager, or a member of Client Support Services team.

Do you offer customizable reporting capabilities?

Our Client Portal offers flexible reporting capabilities that can be set up to best support your research needs. We recommend reaching out to learn more about how we can support your reporting requirements.



IDEXX **BioAnalytics**

Cell Health & Biologics

Thank you for the critical work you do every day to advance science and improve therapeutic outcomes. IDEXX BioAnalytics is proud to support your research with trusted expertise and reliable solutions. We're here to help you at every step, so you can stay focused on what matters most—your discoveries.

Client Support Services

North America, South America, Oceania & Asia

Email: idxxbioanalytics@idexx.com

Europe & Middle East

Email: idxxbioanalytics-europe@idexx.com

