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## Introduction

ICN

Introduction

From gene therapy to “scale-up” pharmaceutical production, cell culture is a universal biomedical technique. Consequently, it is imperative that only products of superior quality and performance be used. Since the incorporation of Flow Laboratories, ICN has been a recognized leading supplier of quality media, sera and cell culture reagents for life science research and biomedical production. ICN’s broad selection of products must meet the highest standards of quality and performance.

ICN’s vast product range includes a new generation of chemically defined serum replacements. TCH™, TCM™ and TM-235™ offer researchers completely controlled, serum-free conditions. To reduce total serum requirements, ICN now offers VaxMax™ where as little as 2% FBS supplementation is needed. Cellvation™ permits researchers to maintain the integrity of serum-free cultures during cryopreservation. Alternatively, Opti-Freeze™ DMSO freeze medium maximizes cell recovery and minimizes damage of serum-based cultures. Other technologies include Aurora™ Chemiluminescence Reporter Gene Assays, apoptosis reagents and cytokine ELISA systems.

Besides these additions, ICN continues to provide proven and reliable products such as Mycoplasma Removal Agent- the foremost method for eliminating mycoplasma contamination, Tran<sup>35</sup>S-label™ - the standard for metabolic cell labeling ideally suited for use with CELLect™ Deficient media, and Cellagen™ support matrices- offering optimal growth and cell-to-cell interactions. Other notable products include 7X® laboratory detergents and Linbro® plasticware.

### Ultimate Value

The production of ICN’s cell culture media, sera and specialty reagents follows published codes of Good Manufacturing Practice (GMP) as set forth by the FDA (in the United States) for *In Vitro* Diagnostic (IVD) reagents. Quality assurance and validation procedures throughout various stages of the production process ensure consistency, purity and performance from lot-to-lot. All ancillary reagents must meet the minimum requirements as specified in the product descriptions appearing in this catalog. For added convenience and confidence, copies of lot certification or product profiles are available upon request.

Here at ICN, our goal is to ensure that every customer receives the best possible service at all times. From the instant an order is placed, until it reaches its final destination, ICN representatives will expend every effort to provide expedient and efficient assistance. If any unexpected problems or delays arise, ICN representatives are immediately available to find an acceptable resolution. Additionally, ICN’s experienced Technical Service staff is readily available to provide complete assistance. In fact, they now can be contacted by e-mail at [biotech@icnbiomed.com](mailto:biotech@icnbiomed.com) anytime of day.

Combining superior quality with excellent service results in “unbeatable true value” with every order. ICN requires no minimum order for cell biology products and same day shipping is available in most instances. Furthermore, “Blanket” and “Standing” orders, lot reservations, and inquiries for Bulk Quantity discounts are gladly accepted. This flexibility, along with superior performance, competitive pricing, and excellent service leads to unmatched value for you. ICN is your “One Source” for Cell Biology Products. Now order on-line at [www.icnbiomed.com](http://www.icnbiomed.com).

### Ordering Information

To expedite your order, please include the following information:

- Complete Shipping Address with Attention Name and Room Number
- Complete Billing Address
- Purchase Order or Credit Card
- Catalog Number, Product Name and Quantity
- Any Special Shipping Instructions

All orders are F.O.B. from the shipping point unless otherwise specified. Freight charges will be prepaid and added to the final invoice. Standard payment terms are net 30 days from the original invoice date. **Prices are subject to change without prior notification and should be verified at the time of ordering.** Any order from an individual requires advance payment and additional information may be requested before shipment will be made. Certain toxic or hazardous materials **will not** be shipped to unqualified individuals. All orders are subject to review and additional information may be requested by ICN. ICN reserves the right to discontinue any item without prior notification.

### Shipping Information

Under normal conditions, freight and handling charges are prepaid and added to the invoice. Certain items may require special handling, packaging or shipping. For these items, additional charges may be applied and added to the invoice. For international orders, please contact your local ICN office or distributor for current freight charges and customs duties. The approximate air freight cost for shipments to Alaska is \$145.00; Hawaii is \$125.00 (except for radiochemical shipments).

Orders for regularly stocked items are normally shipped the same business day by the most rapid and economical method. In the event an item is not in stock or if for any reason we are unable to completely fill an order, a partial shipment will be made unless otherwise instructed by the customer. ICN will make every effort to notify customers of any unanticipated delay.

Products requiring dry ice, such as media, sera and radiochemicals, are shipped in well insulated Styrofoam containers with enough dry ice to maintain the proper temperature for at least 48 hours. Every effort is made to assure dry ice shipments arrive at your facility within 24 hours. It is the customer’s responsibility to verify receipt of the order and the condition of the product. ICN will not be responsible for the condition of any shipment after verified delivery of the material at your facility.

Not all items which require long-term cold or frozen storage need to be shipped in dry ice. Shipping conditions may differ from recommended storage temperatures. All products are shipped under conditions which ensure the quality of the product. Even though every attempt is made to estimate the proper amount of dry ice or cold packs needed, ICN cannot foresee delays resulting from weather or Customs offices. It is the responsibility of the customer for prompt Customs clearance. If this cannot be guaranteed, be sure to request additional ice or cold packs and to specify the preferred airport for delivery. **To help prevent delays in Customs, please include the recipient’s name and a telephone or fax number of a contact person.**

## Pricing Information

The sizes appearing in this catalog represent the most commonly requested quantities. We do recommend to all customers that they contact ICN for current pricing and availability. ICN reserves the right to amend prices or to discontinue any item or change pack sizes without prior notification. Unless directed otherwise, all shipments will be made promptly for items which may have had nominal price increases (<5%). However, if the increase in price is significant (>5%), every attempt will be made to notify the customer prior to shipping the order. Any price reductions will automatically be applied to the invoice.

## Product Use

Products and reagents supplied by ICN are for LABORATORY USE ONLY. They are NOT to be used as drugs, food additives, cosmetics, household chemicals, agricultural products or pesticides. Although certain products may be used for investigation procedures in animals, neither the animals nor parts of animals used in such studies or any of the resulting products may be used as food for humans or other animals.

## Limited Warranty

ICN warrants, that at the time of shipment, the products sold and supplied are free from defects in materials and performance, and conform to the specifications described in ICN literature. ICN makes no other warranty, expressed or implied, with respect to all products. This includes any warranty of merchantability or fitness for any particular purpose. Should a product fail to conform to the indicated specifications, notification must be made within 60 days of receipt of the product. If the product in question is a radiochemical item, notification must be made within 60 days of receipt of the item or the half-life of the isotope contained in the product, whichever is sooner, unless otherwise expressed in writing by ICN. In no event, shall ICN be liable or responsible for special, incidental or consequential damages of any kind.

Nothing disclosed, herein, is to be construed as a recommendation to use any of the products in violation of any patents. Furthermore, ICN does NOT warrant that the product, either alone or in combination with other products, is immune from charges of patent infringement. ICN will NOT be held responsible for patent infringements or other violations that may occur from the use of any of its products.

## Return Policy

ICN Customer Service is readily available to assist you with any problems which may arise with the delivery of your order, pricing or product quality. We do recommend that customers inspect all packages immediately upon receipt at their institution and notify Customer Service of any irregularities promptly. ICN will not be responsible for the condition of material after verified receipt of the materials at your institution. Please remember to retain all original packaging materials and shipping documents if a problem arises.

In order to return any product, prior authorization from Customer Service is required in the form of a "Return Goods Authorization" (RGA) number. **Under no circumstances will a credit, refund or replacement be issued on returned items without proper authorization and an RGA number.** Any credit, refund or replacement is solely at the discretion of ICN.

Though every attempt is made to accommodate requests to return merchandise, we cannot authorize returns for certain products. These include most frozen and refrigerated products, expired products, custom ordered products, items missing labels, parts or instruction documents, books and equipment removed from their original packaging. These items are considered Non-Returnable.

A full credit, refund or replacement will be made under the following circumstances:

1. If the shipment is duplicated, damaged or incorrect due to an ICN error.
2. If the product fails to meet the specifications as described in ICN literature.

Customers must notify ICN within 7 working days of receipt of the material for proper credit or refund. Any returns for merchandise ordered incorrectly by the customer may be subject to a 25% restocking fee. **No product may be returned after 30 days of receipt.** See also "Limited Warranty" for more information.

## MSDS and Hazard Details

Products supplied by ICN are intended for use by qualified individuals, trained in proper laboratory and manufacturing procedures and familiar with any potential hazards. Precautions and safe administration of the materials are the sole responsibility of the customer. The nature of the potential hazard of any chemical or product is described on a Material Safety Data Sheet (MSDS) which is provided for hazardous products and upon request. Due to the safe handling requirements of radiochemicals, MSDS sheets are typically unavailable. Also, since the potential hazard of many compounds cannot be assessed, **the absence of a MSDS or warning must NOT be interpreted as an indication of a product's safety.**

## Radiochemical Licensing

Please contact your local ICN office or distributor for regulations and requirements concerning radiochemical orders in your country.

## Chemically Defined Media Formulations

Since chemically defined culture media were developed for specific applications and the original authors or others modified them for additional uses or improvements, there exists some confusion concerning the exact formulation bearing a specific name. Through the efforts of Morton, on behalf of the Tissue Culture Association (TCA), standard formulations for many commonly used media have been established. A clarification of this effort has been published, as well as, a series of guidelines for future medium formulation nomenclature.