

## The BD Cytometric Bead Array System

**BD Biosciences**

Clontech  
Discovery Labware  
Immunocytometry Systems  
Pharmingen





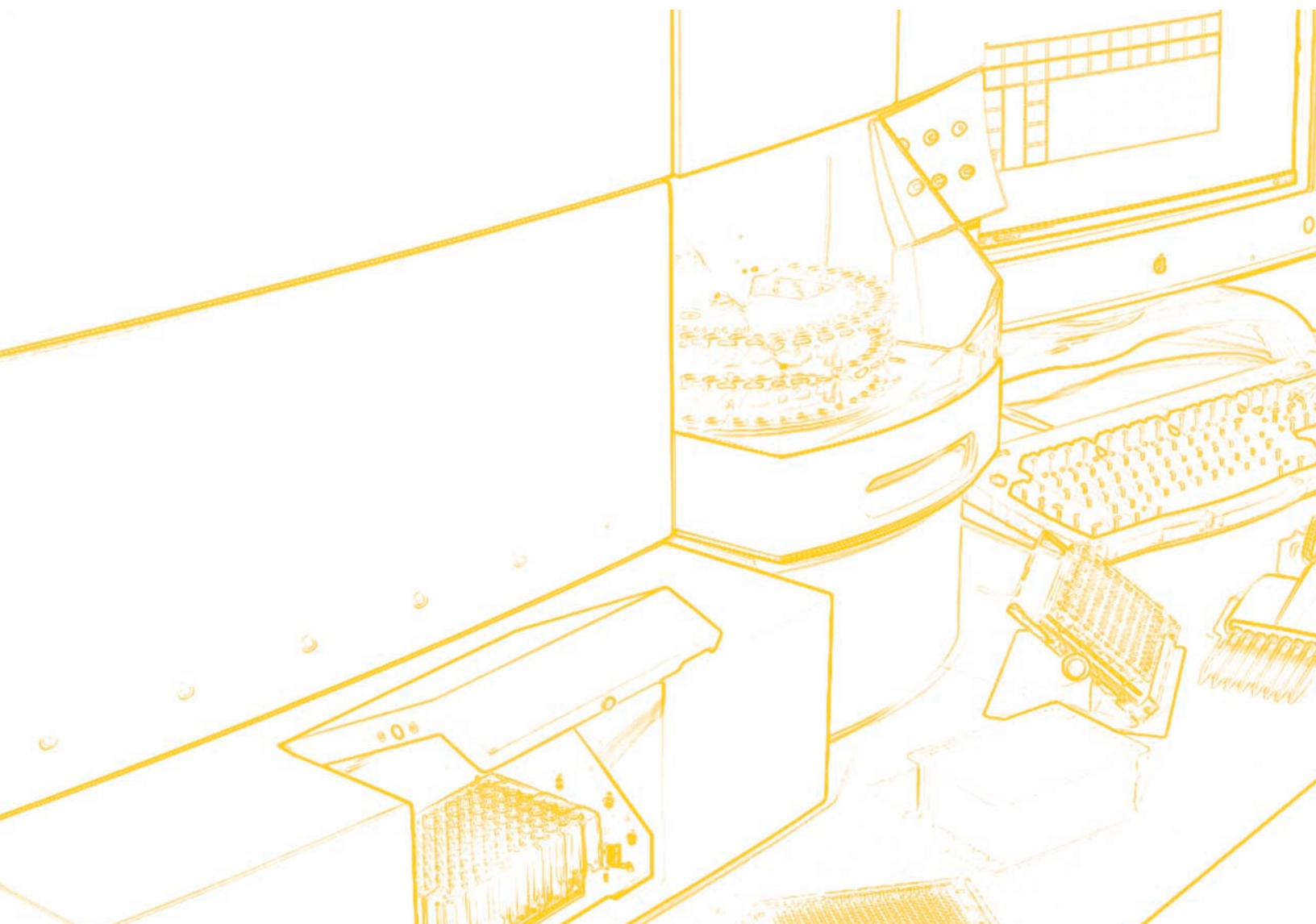
# Introduction

## A Multiplex Bead System You Can Count On

BD Biosciences Pharmingen has added a new twist to counting with beads. We recognize the value of small, precious samples and data reproducibility, so we've developed a technology to ensure both. The innovative Cytometric Bead Array (CBA) technology allows for quantitative detection of multiple analytes in a single sample. The BD CBA System of assay kits, flow cytometers, and easy-to-use software provides reproducible data and reliable performance that you can count on time and time again.

### With the BD CBA System you can:

- Get more results from a single small volume sample
- Run one standard mixture to generate standard curves for all your analytes
- Avoid artifacts associated with enzyme dependent signal generation
- Achieve quantitative results with less time and labor
- Combine versatile flow cytometers with ready-to-use kits and analysis software
- Automate sample acquisition with the BD Multiwell™ AutoSampler for increased sample throughput



## BD CBA Assay Overview

Flow cytometry is an analytical tool that allows for the discrimination of different particles on the basis of size and color. The BD CBA employs a series of particles with discrete fluorescence intensities to simultaneously detect multiple soluble analytes from a single serum, plasma, or tissue culture supernatant sample. The BD CBA, combined with flow cytometry, creates a powerful multiple analyte (multiplex) assay system.

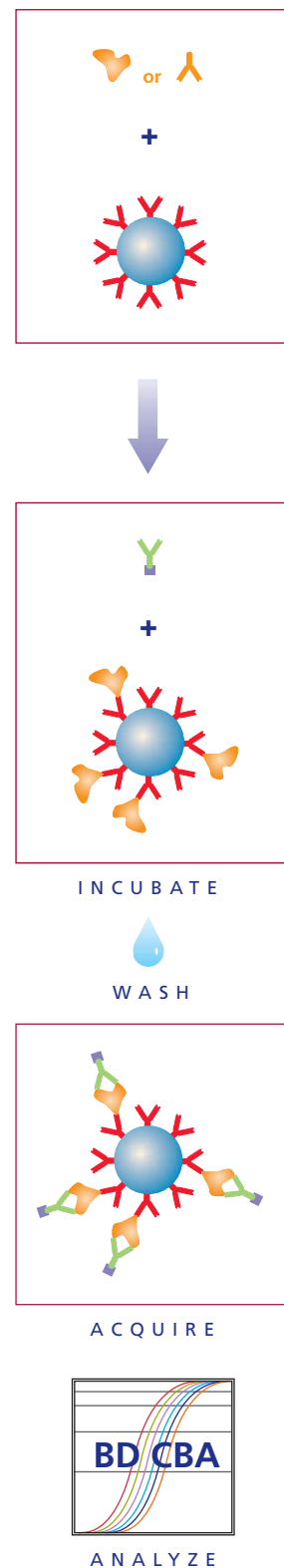
The BD CBA system uses the sensitivity of amplified fluorescence detection by flow cytometry to measure soluble analytes in a particle-based immunoassay. The combined advantages of the broad dynamic range of fluorescence detection via flow cytometry, and the efficient capturing of analytes via suspended particles coated with distinct capture antibodies enable the BD CBA to use fewer sample dilutions to determine analyte concentration in substantially less time (compared to conventional ELISA).

The specific capture beads are mixed with the phycoerythrin-conjugated detection antibodies and then incubated with recombinant protein standards or test samples to form sandwich complexes. Following acquisition of sample data using the flow cytometer, the sample results are generated in graphical and tabular format using the BD CBA Analysis Software.

### Typical BD CBA Assay Protocol

1. Add unknown(s) or standards to capture bead array.
2. Add detection reagents and incubate.
3. Wash and acquire samples.
4. Perform batch analysis using BD CBA Software.

*Note: Single analyte shown. Always refer to kit protocol for specific instructions.*



# Performance Characteristics & Representative Data

All BD CBA Kits are rigorously tested for performance characteristics including sensitivity, spike recovery, dilution linearity, specificity, intra- and inter-assay precision.

Representative data are shown below in [Tables 1-6](#).

## Intra- and Inter-assay Precision

Cytokine	Intra-assay Avg. (%)	Inter-assay Avg. (%)
IFN- $\gamma$	3.7	8
TNF- $\alpha$	4	6.7
IL-10	2.3	5.7
IL-5	4.7	6.7
IL-4	4	5.3
IL-2	3	7.3

**Table 1.** Replicate samples were analyzed with the Human Th1/Th2 Cytokine CBA Kit and the average CV% of the calculated cytokine values (80 pg-2500 pg/ml) were determined.

Cytokine	Intra-assay Avg. (%)	Inter-assay Avg. (%)
TNF- $\alpha$	6.7	11.3
IFN- $\gamma$	3.3	7.7
IL-5	6	12.3
IL-4	4.7	9.3
IL-2	5	8.3

**Table 3.** Replicate samples were analyzed with the Mouse Th1/Th2 Cytokine CBA Kit and the average CV% of the calculated cytokine values (80 pg-2500 pg/ml) were determined.

Cytokine	Intra-assay Avg. (%)	Inter-assay Avg. (%)
IL-12p70	3.7	7.3
TNF- $\alpha$	8.3	12
IL-10	5.7	9.3
IL-6	6.3	9
IL-1 $\beta$	5.7	10
IL-8	3.7	5

**Table 2.** Replicate samples were analyzed with the Human Inflammation CBA Kit and the average CV% of the calculated cytokine values (80 pg-2500 pg/ml) were determined.

Cytokine	Intra-assay Avg. (%)	Inter-assay Avg. (%)
IFN- $\gamma$	3.3	7.3
TNF- $\alpha$	3	4
IL-10	2.7	4.7
IL-6	2.7	4.3
IL-4	3.3	4.3
IL-2	3.7	6.3

**Table 4.** Replicate samples were analyzed with the Human Th1/Th2 Cytokine CBA Kit - II and the average CV% of the calculated cytokine values (80 pg-2500 pg/ml) were determined.

Cytokine	Intra-assay Avg. (%)	Inter-assay Avg. (%)
Active Caspase-3	8.7	11.5

**Table 5.** Replicate samples were analyzed with the Human Active Caspase-3 CBA Kit and the average CV% of the calculated protein values (94 - 3000 Units/ml) were determined.

## Spike Linearity

Sample Matrix		Cytokine Measured					
		IFN- $\gamma$	TNF- $\alpha$	IL-10	IL-5	IL-4	IL-2
Culture Media	slope	1.03	1.042	0.943	0.994	0.975	0.983
	r <sup>2</sup>	0.999	0.996	0.999	0.999	0.999	0.993
Plasma	slope	0.978	0.839	0.877	0.865	0.88	0.815
	r <sup>2</sup>	0.993	0.998	0.998	0.996	0.983	0.995
Serum	slope	0.949	0.885	0.885	0.891	0.865	0.886
	r <sup>2</sup>	0.994	0.999	0.995	0.995	0.996	0.986

*n* = 4 reps. 5 donor pools for biologicals

**Table 6.** In two experiments, the above matrices were spiked with human recombinant IL-2, IL-4, IL-5, IL-10, TNF- $\alpha$ , and IFN- $\gamma$ , then serially diluted with Assay Diluent. The spiked dilution samples were analyzed using the Human Th1/Th2 Cytokine CBA and the resulting dilution curve was plotted for each matrix. The resulting slopes and correlation coefficients (r<sup>2</sup>) are summarized.

# Human Active Caspase-3 CBA Kit

## A NEW Addition to the BD CBA Family of Products

The Human Active Caspase-3 Cytometric Bead Array (CBA) Kit is a single bead assay for the rapid quantification of active caspase-3 in cell lysates by flow cytometry and represents a breakthrough in the application of flow cytometry tools for the field of Cell Biology.

The presence of active caspase-3 is an indication that cells are undergoing apoptosis. The Human Active Caspase-3 CBA Kit contains a lyophilized apoptotic cell lysate for generating active caspase-3 standard curves. This enables relative quantification of active caspase-3 in the researcher's cell lysate samples (Figure 1). The Human Active Caspase-3 CBA Kit offers an alternative to both conventional immunoprecipitation and western blot assays and is capable of measuring active caspase-3 over a two-log dynamic range using a simple 4-hour assay protocol. The CBA technology has comparable analytical sensitivity and a wider dynamic range than conventional ELISA.

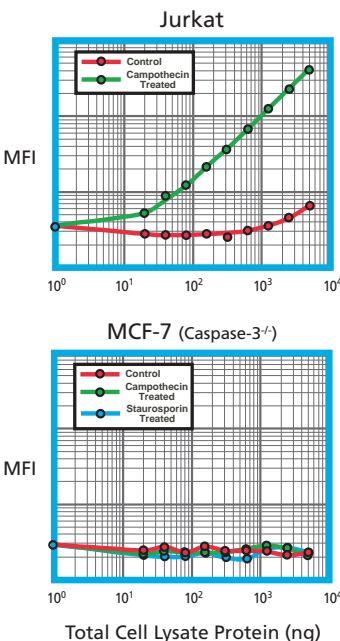


Figure 1. BD CBA analysis of Active Caspase-3.

## Detection of Non-Human Primate Cytokine Levels

### Did You Know That The Human BD CBA Kits Also Measure Some Non-Human Primate Cytokines?

Many BD CBA customers have determined that they are able to detect positive signals for rhesus and cynomolgus macaque samples when using the Human Th1/Th2 Cytokine CBA Kit. The BD CBA results have been confirmed by ELISA using the BD CBA antibody pairs with activated cell culture samples from both rhesus and cynomolgus macaques. The cross-reactivity of BD CBA Human assays with non-human primate (NHP) analytes have not yet been normalized to native or recombinant NHP proteins, so direct quantitation is not yet available (Table 7, Figure 2).

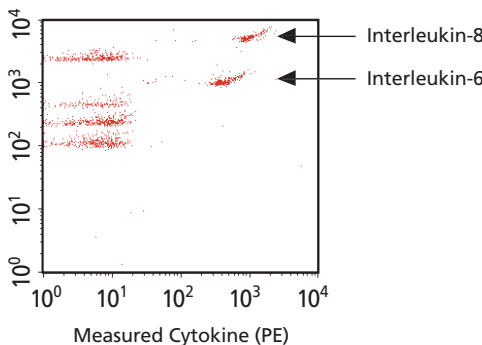


Figure 2. Representative Non-Human Primate Reactivity. Cynomolgus macaque serum tested using the Human Inflammation CBA Kit.

Table 7. BD CBA Cross-Reactivity with Non-Human Primate Analytes.

Cat. No.	Description	Rhesus and Cynomolgus Cross-reactivity
550749	Human Th1/Th2 Cytokine CBA Kit	Interleukin (IL)-4, IL-5, TNF- $\alpha$ , IFN- $\gamma$
551809	Human Th1/Th2 Cytokine CBA Kit – II	Interleukin (IL)-4, IL-6, TNF- $\alpha$ , IFN- $\gamma$
551811	Human Inflammation CBA Kit – I	Interleukin (IL)-8, IL-6, TNF- $\alpha$ (IL-1 $\beta$ and IL-12p70 not yet tested)



# Standardization of the Human Th1/Th2 BD CBA Cytokine Standards to International (NIBSC) Standards

Laboratories throughout the world use different bioassays and immunoassays to measure and report cytokine protein levels that are present in biological samples. For this reason, the availability of international standard preparations of cytokine proteins is essential to allow definitive analyses and comparison of results. These primary (*aka*, gold) standards are frequently used to calibrate biological activities and protein concentrations between different secondary assay standards used by investigators. The gold standards provide a means to determine relative concentrations of unknown samples and an ability to compare results between experiments and laboratories.

In order to support the comparison of cytokine protein measurements obtained using the Human Th1/Th2 Cytokine CBA Kits (Table 8), we evaluated the assay performance of the standards provided in the CBA Kit with gold standards from the National Institute for Biological Standards and Control (NIBSC). The NIBSC Human Cytokine Protein Standards are recognized by the World Health Organization (WHO) as International Biological Standards. They meet established requirements for accuracy, consistency and stability. The NIBSC/WHO standards are assigned potency values in International Units (IU) of biological activity and nominal mass (*i.e.*, not absolute mass values) for purposes of bioassay and immunoassay determinations. These International Standards are not

intended to be used as samples of purified material. Consequently, they cannot be used to establish absolute concentrations or specific activities for cytokine preparations. Rather, the standards provide a means to facilitate comparisons of cytokine concentration values determined by experiments conducted within the same or different laboratories. Herein, we compared the performance and expected concentration of the International Cytokine Standards relative to our Human Th1/Th2 CBA Cytokine Standards. The resulting data, together with the conversion factors between the CBA standards and the International Standards (*i.e.*, nominal mass values) are summarized in Table 8. As shown in Figure 3, the performance of both sets of standards was found to be similar as measured

by observed parallelism of the dose response slope. This observed parallelism provided confidence that comparisons of the concentrations of the two standards (and subsequent quantitation of native biological samples) are valid. It is important to note that the standard's source (*i.e.*, insect cell, *E. coli*, etc.) can greatly effect the measurement and performance of a protein in a given antibody-based immunoassay. The conversion factors for the NIBSC/WHO standards make it possible to determine the equivalency of cytokine protein concentrations present in samples measured by different immunoassays that have been standardized to the same NIBSC/WHO standards.

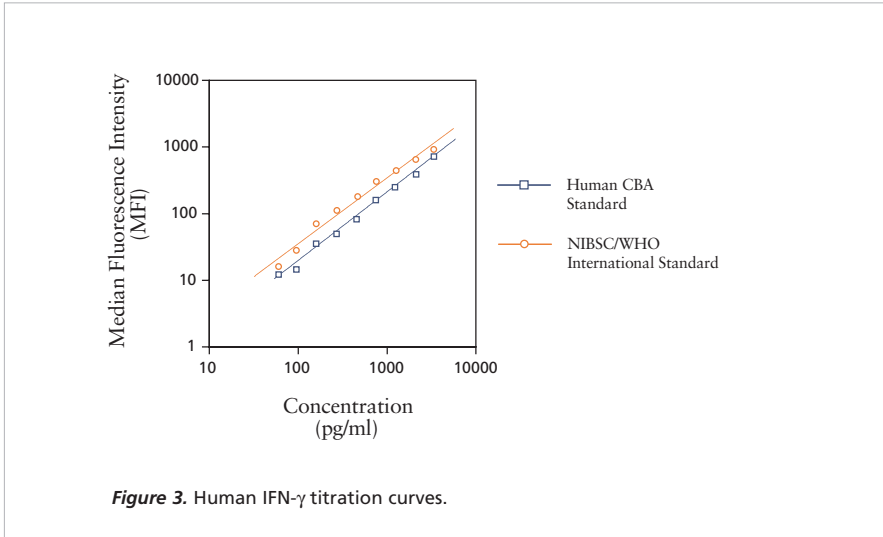


Figure 3. Human IFN-γ titration curves.

Table 8. Conversion Factors Between the BD CBA Human Th1/Th2 Cytokine Standards and the NIBSC Standards.

	Human IL-2	Human IL-4	Human IL-5	Human IL-6	Human IL-10	Human TNF-α	Human IFN-γ
NIBSC Code Number	86/504	88/656	90/586	89/548	93/722	87/650	87/586
I.U.	100 I.U.	1000 I.U.	5000 I.U.	100,000 I.U.	5000 I.U.	40,000 I.U.	250 I.U.
Mass units per vial	7.6 ng	100 ng	500 ng	1000 ng	1000 ng	1000 ng	12.5 ng
Nominal NIBSC concentration (pg/ml)	5000	5000	5000	5000	5000	5000	5000
Calculated concentration using CBA (pg/ml)	3296 ± 635	4465 ± 479	7811 ± 639	5813 ± 755	4443 ± 671	6568 ± 327	10848 ± 599
CBA:NIBSC/WHO Mass Conversion Factor	1.52	1.12	0.64	0.86	1.13	0.76	0.46

The relationships of the CBA and NIBSC cytokine standards were determined in a parallel titration study. In each case, the NIBSC standard was titrated (starting at 5000 pg/ml) based on its reported nominal mass/vial and tested with the CBA standards using the CBA assay. The calculated concentrations (mean ± SEM; n = 3) for the NIBSC standards were used to determine conversion factors for standardizing sample concentrations determined with the CBA standards.

## BD CBA Software

The CBA analysis software is a powerful and flexible tool built as an Add-In for Microsoft Excel 5, 95, 2000, and 2001 on the Macintosh Power PC, G3, or G4 Computer or Excel 2000 for Microsoft Windows (Table 9). Accommodating multiple sizes and intensities of particles, it provides a foundation for bead array analyses in the research environment. A wide variety of preset configurations enable the user to set up standard dilution series, generate

calibration curves using a 4-parameter logistic curve fit model, and subsequently compare unknowns. Appropriate reports can be generated from each step in the process. The analysis of BD CBA data is optimized when using the BD CBA Software. The software should be installed according to the instructions in the Software User's Guide. The Software User's Guide and latest software updates can be downloaded at <http://www.bdbiosciences.com/pharming/CBA/>.

Table 9. BD CBA Software Compatibility

	Version 1.0	Version 1.1	Version 1.2
Excel 5	x	x	
Excel 98	x	x	
Excel 2000 (PC only)			x
Excel 2001		x	
OS 8.1 to OS 9	x	x	
Windows 98			x
Windows NT 4.10			x
Mac PowerPC ≥ 7000	x	x	
Macintosh G3/G4	x	x	
PC			x
Int'l Mac OS versions		x	



# BD CBA Troubleshooting Tips

## Care in Mixing

Inadequate mixing can lead to little or no beads in the assay readout. We recommend vortexing beads immediately before mixing with standards or samples and again before analysis using the flow cytometer. Vortex each sample tube for 3-5 seconds before placing the tube on the flow cytometer. This will yield better discrimination of the bead populations in the FL3 channel.

## Debris or non-bead events? Optimizing the instrument settings.

When detecting debris (FSC/SSC) during sample acquisition, increase the FSC threshold or further wash or dilute samples. If the problem persists after adjusting the FSC threshold, then repeat the sample wash step. If debris is still a problem, then reset the threshold using SSC and adjust as necessary.

Bead populations appear to overlap during acquisition? This may occur in samples with very high cytokine concentrations. Ensure that compensation settings have been optimized using the Cytometer Setup Beads.

Samples have little or no FL2 fluorescence? Check sample dilution, do not alter recommended assay incubation time, and protect sample tubes from light during the incubation step.

## High background fluorescence or all samples brightly positive?

High background could be due to the sample being highly concentrated. Test various sample dilutions. If all samples are positive or above the top standard's median fluorescence intensity, dilute samples further as the samples may be too concentrated.

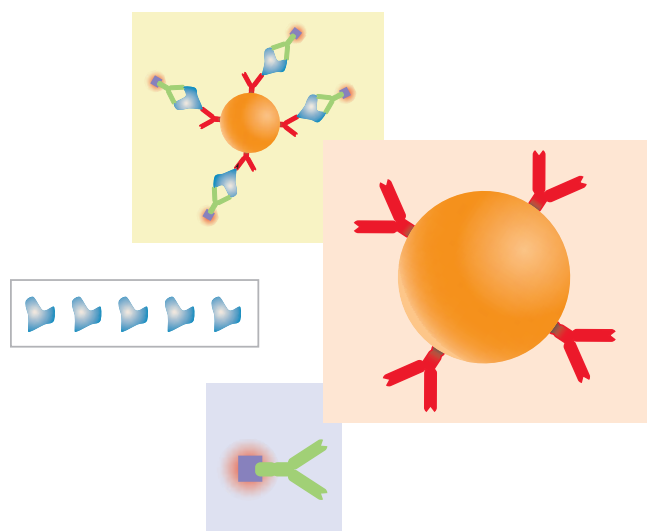
## Must a new vial of standard be used with each experiment?

Once reconstituted, do not use standards after 12 hours. Use a fresh standard dilution set for each experiment.

## Other Helpful Hints

Instrument setup is now even easier on a dual-laser BD FACSCalibur™.

While the fluorescently labeled particles in the BD CBA assays are designed to be excited by the 488nm laser common to all BD flow cytometers, they can also be excited by the red diode laser on dual-laser BD FACSCalibur instruments. Use of the red diode laser for exciting the CBA particles and detection of particle emission in the FL4 channel simplifies the instrument set up procedure and reduces the need for fluorescence compensation. An instrument set up protocol and template for dual-laser FACSCalibur instruments, along with many other updated files for CBA, can be found on CBA page at <http://www.bdbiosciences.com/pharming/CBA/>.



# BD Multiwell AutoSampler

Now you can increase your throughput and decrease your hands-on time with the new BD Multiwell™ AutoSampler for use with BD Biosciences flow cytometers.

## Product Highlights

- Provides walk-away sample introduction from a variety of multiwell plates
- Includes Multiwell Plate Manager software for acquisition and data analysis
- Equipped with the BD FACSTFlow™ Supply System for hours of hands-free operation
- Compatible with BD FACSCalibur™ systems with the BD FACST™ Loader option
- Installs easily beneath the cytometer with no additional bench space required

## Features

- Flexible acquisition from 96- or 384-well plates, both standard and deep-well
- User-definable sample volume, mixing, and washing for optimal performance
- Innovative Cytometer Interface Unit (CIU) for consistent sample throughput
- New graphical user interface for test setup, acquisition control, and data retrieval
- Colorful analysis software for results at a glance

## Specifications

- Mixing: selectable for 0–3 mix repetitions, definable from 10–250  $\mu\text{L}$
- Washing: selectable for 1–3 wash repetitions
- Sample volume: definable from 25–250  $\mu\text{L}$
- Sample carryover: <1% with one wash cycle between cell samples
- Bench space: no additional bench space required

Visit the CBA homepage at <http://www.bdbiosciences.com/pharmingen/CBA/> to download the instruction protocol for running your BD CBA assays on the BD Multiwell AutoSampler.



# BD CBA Products Available from BD Biosciences Pharmingen

	Cat. No.	Description	Analytes	Format	Size
<b>Human Kits</b>					
	550749	Human Th1/Th2 Cytokine CBA Kit	IL-2, IL-4, IL-5, IL-10, TNF- $\alpha$ , IFN- $\gamma$	Kit	50 tests
	551809	Human Th1/Th2 Cytokine CBA Kit - II	IL-2, IL-4, IL-6, IL-10, TNF- $\alpha$ , IFN- $\gamma$	Kit	50 tests
	551811	Human Inflammation CBA Kit	IL-8, IL-1 $\beta$ , IL-6, IL-10, TNF- $\alpha$ , and IL-12p70	Kit	50 tests
<b>NEW</b>	552124	Human Active Caspase-3 CBA Kit	Active Caspase-3	Kit	100 tests
<b>NEW</b>	Avail. May 2002	Human Anaphylatoxin CBA Kit	C3a, C4a, C5a	Kit	50 tests
<b>Mouse Kits</b>					
	551287	Mouse Th1/Th2 Cytokine CBA Kit	IL-2, IL-4, IL-5, TNF- $\alpha$ , IFN- $\gamma$	Kit	50 tests
	550026	Mouse Immunoglobulin Isotyping CBA Kit	Heavy and light chain isotypes of mouse IgG1, IgG2a, IgG2b, IgG3, IgA, IgM, IgE	Kit	100 tests
<b>NEW</b>	Avail. June 2002	Mouse Inflammation CBA Kit	IL-1 $\beta$ , IL-6, IL-10, TNF- $\alpha$ , IL-12p70, and MCP-1	Kit	50 tests
<b>Other</b>					
<b>NEW</b>	551810	Human Th1/Th2 Cytokine Standards	IL-2, IL-4, IL-5, IL-6, IL-10, TNF- $\alpha$ , IFN- $\gamma$	lyophilized	1 vial
	550065	BD CBA Software	Mac and PC Compatible CD-Rom and User's guide	CD	1 CD
<b>NEW</b>		BD Multiwell AutoSampler	Please contact your BD Biosciences Sales Representative for pricing details		

## Custom Services

Need bulk sizing or to mix-and-match the specificities listed above in the BD CBA product list? We can help. Our Custom Products and Services Team at BD Biosciences Pharmingen can customize a kit using currently available specificities. Our Custom Products and Services Team can also test your samples using the BD CBA technology and provide you with the data. Please ask your local Sales Representative for pricing.

## Special Offers

Need a new BD Flow Cytometer? Please contact your local Sales Representative about BD CBA reagent rental opportunities.

### References:

Biological Reference Materials 2000. National Institute for Biological Standards and Control.

Bishop, J.E. and K.A. Davis. 1997. A flow cytometric immunoassay for b2-microglobulin in whole blood. *J. Immunol. Methods* 210:79-87.

Casano, M. Martin and V. Fert. 1998. A new flow cytometry-based multi-assay system. 1. Application to cytokine immunoassays. *Cytometry Suppl.* 8:132.

Carson, R., and D. Vignali. 1999. Simultaneous quantitation of fifteen cytokines using a multiplexed flow cytometric assay. *J. Immunol. Methods* 227:41.

Chen, R., L. Lowe, J.D. Wilson, E. Crowther, K. Tzeghai, J.E. Bishop and R. Varro. 1999. Simultaneous quantification of six human cytokines in a single sample using microparticle-based flow cytometric technology. *Clin. Chem.* 9:1693.

Cook, E.B., J.L. Stahl, L. Lowe, R. Chen, E. Morgan, J. Wilson, R. Varro, A. Chan, F.M. Graziano, and N.P. Barney. 2001. Simultaneous measurement of six cytokines in a single sample of human tears using microparticle-based flow cytometry: allergics vs. non-allergics. *J. Immunol. Methods* 254:109-118.

Dotti, G., B. Salvodo, S. Takahashi, T. Goltsova, M. Brown, D. Rill, C. Rooney, and M. Brenner. 2001. Adenovector-induced expression of human-CD40-ligand (hCD40L) by multiple myeloma cells: A model for immunotherapy. *Exp. Hematol.* 29: 952-961.

Kricka, L.J. 1996. Simultaneous multianalyte immunoassays. In *Immunoassay*. Diamandis, E.P. and T.K. Christopoulos, eds. Academic Press. p389-404.

Lund-Johansen, F., K. Davis, J. Bishop and R. de W. Malefyt. 2000. Flow cytometric analysis of immunoprecipitates: High-throughput analysis of protein phosphorylation and protein-protein interactions. *Cytometry* 39:250-259.

Stall, A., Q. Sun, R. Varro, L. Lowe, E. Crowther, B. Abrams, J. Bishop, and K. Davis. 1998. A single tube flow cytometric multibead assay for isotyping mouse monoclonal antibodies. Abstract LB77. *Experimental Biology Meeting 1998* (late-breaking abstracts).

Thorpe, R.C., A.R. Mire-Sluis, and M. Wadhwa. 2001. Cytokine Standardization. In *Cytokine Reference. Ligands*. J. J. Oppenheim, and M. Feldmann, eds. Academic Press, San Diego, p83.

# BD Biosciences

Clontech  
Discovery Labware  
Immunocytometry Systems  
Pharmingen



**Asia Pacific**  
**BD Singapore**  
Tel 65.6861.0633  
Fax 65.6860.1590

**Japan**  
**Nippon Becton Dickinson**  
Tel 81.24.593.5405  
Fax 81.24.593.5761

**Clontech Company**  
**(Clontech Products)**  
Tel 81.3.5324.9609  
Fax 81.3.5324.9637

**Canada**  
**BD Biosciences**  
Toll free 888.259.0187  
Tel 905.542.8028  
Fax 905.542.9391  
canada@bd.com

**Europe**  
**Belgium**  
Tel 32.53.720.211  
Fax 32.53.720.450

**United States**  
**BD Biosciences**  
**Clontech**  
Fax 650.354.0775  
**Discovery Labware**  
Fax 978.901.7493  
**Immunocytometry Systems**  
Fax 408.954.2347  
**Pharmingen**  
Fax 858.812.8888  
**Customer/Technical Service**  
Toll free 877.232.8995  
www.bdbiosciences.com

**Argentina/Paraguay/Uruguay**  
Tel 54.11.4551.7100  
Fax 54.11.4551.7400

**Australia/New Zealand**  
**Australia**  
Tel 61.2.8875.7000  
Fax 61.2.8875.7200  
bd\_anz@bd.com

**New Zealand**  
Tel 64.9.574.2468  
Fax 64.9.574.2469  
bd\_anz@bd.com

**Austria**  
**Scientific Support**  
Tel 43.1.706.36.60.44  
Fax 43.1.706.36.60.45  
BDBsupport\_GSA@europe.bd.com  
**Customer Service**  
Tel 43.1.706.36.60  
Fax 43.1.706.36.60.11

**Belgium**  
Tel 32.53.720.600  
Fax 32.53.720.220  
technical\_support\_bdbelgium@europe.bd.com

**Customer Service**  
Tel 32.53.720.550  
Fax 32.53.720.549  
customer\_service\_bdbelgium@europe.bd.com

**Brazil**  
Tel 55.11.5185.9995  
Fax 55.11.5185.9895

**Central America/Caribbean**  
Tel/Fax 506.290.7318

**Chile**  
Tel 56.2.460.0380 x21  
Fax 56.2.460.0306

**China**  
Tel 8610.6418.1608  
Fax 8610.6418.1610

**Colombia**  
Tel 57.1.345.0510  
Fax 57.1.255.6320

**Denmark**  
Tel 45.43.43.45.66  
Fax 45.43.43.41.66  
bdbsupport\_dk@europe.bd.com

**East Africa**  
Tel 254.2.341157  
Fax 254.2.341161  
bd@africaonline.co.ke

**Eastern Europe**  
Tel 49.6221.305.161  
Fax 49.6221.305.418

**Egypt**  
Tel 202.268.0181  
Fax 202.266.7562

**Finland**  
Tel 358.9.88.70.7832  
Fax 358.9.88.70.7817  
bdbsupport\_fi@europe.bd.com

**France**  
Tel 33.4.76.68.36.36  
Fax 33.4.76.68.35.06  
**Scientific Support**  
Tel 33.4.76.68.34.25  
Fax 33.4.76.68.55.71  
**Customer Service**  
Tel 33.4.76.68.37.32  
Fax 33.4.76.68.35.06

**Germany**  
**Scientific Support**  
Tel 49.6221.305.525  
Fax 49.6221.305.530  
BDBsupport\_GSA@europe.bd.com

**Customer Service**  
Tel 49.6221.305.551  
Fax 49.6221.303.609  
customerservice.bdb.de@europe.bd.com

**Greece**  
Tel 30.1.940.77.41  
Fax 30.1.940.77.40

**Hong Kong**  
Tel 852.2575.8668  
Fax 852.2803.5320

**Hungary**  
**Szerena**  
Tel 36.1.345.7090  
Fax 36.1.345.7093

**India**  
Tel 91.124.638.3566.77/3219  
Fax 91.124.638.3225

**Indonesia**  
Tel 62.21.577.1920  
Fax 62.21.577.1925

**Italy**  
Tel 39.02.48.240.1  
Fax 39.02.48.20.33.36

**Japan**  
*Fujisawa Pharmaceutical Co., Ltd.*  
*(Reagents from Immunocytometry Systems & Pharmingen)*  
Tel 81.6.6206.7890  
Fax 81.6.6206.7934

**Korea**  
Tel 822.3404.3700  
Fax 822.557.4048

**Malaysia**  
Tel 603.7725.5517  
Fax 603.7725.4772

**Mexico**  
Tel 52.5.999.8296  
Fax 52.5.999.8288

**Middle East**  
Tel 971.4.337.95.25  
Fax 971.4.337.95.51

**The Netherlands**  
Tel 31.20.582.94.24  
Fax 31.20.582.94.26  
technical\_support\_bdholland@europe.bd.com

**Customer Service**  
Tel 31.20.582.94.20  
Fax 31.20.582.94.21  
customer\_service\_bdholland@europe.bd.com

**Norway**  
*Immunocytometry Systems & Pharmingen*  
*Laborel S/A*  
Tel 47.23.05.19.30  
Fax 47.22.63.07.51  
*Clontech*  
Tel 46.8.775.5110  
Fax 46.8.775.5111

**Peru/Bolivia/Ecuador**  
Tel 51.1.430.0323  
Fax 51.1.430.1077

**Philippines**  
Tel 632.807.6073  
Fax 632.850.1998

**Poland**  
Tel 48.22.651.53.00  
Fax 48.22.651.79.24

**Portugal**  
*Enzifarma*  
Tel 351.21.422.01.00  
Fax 351.21.422.01.10

**Saudi Arabia**  
Tel 966.1.26.00.805/806  
Fax 966.1.26.00.804

**South Africa**  
Tel 27.11.807.15.31  
Fax 27.11.807.19.53

**Spain**  
*Immunocytometry Systems & Pharmingen*  
**Scientific Support**  
Tel 34.91.848.81.77  
Fax 34.91.848.81.05  
**Customer Service**  
Tel 34.902.27.17.27  
Fax 34.91.848.81.04  
*Clontech*  
Tel 34.91.848.81.85  
Fax 34.91.848.81.04

**Sweden**  
Tel 46.08.775.51.10  
Fax 46.08.775.51.11  
bdbsupport\_se@europe.bd.com

**Switzerland**  
**Scientific Support**  
Tel 41.61.485.22.91  
Fax 41.61.485.22.92  
BDBsupport\_GSA@europe.bd.com

**Customer Service**  
Tel 41.61.485.22.22  
Fax 41.61.485.22.00  
customerservice.bdb.ch@europe.bd.com

**Taiwan**  
Tel 8862.2722.5660  
Fax 8862.2725.1768

**Thailand**  
Tel 662.643.1371  
Fax 662.643.1381

**Turkey**  
Tel 90.212.222.87.77  
Fax 90.212.222.87.76

**UK**  
Tel 44.1865.78.16.66  
Fax 44.1865.78.16.27

**Uruguay**  
*Clontech*  
Tel 598.2.480.8550  
Fax 598.2.481.3313

**Venezuela**  
Tel 58.212.472.3736  
Tel/Fax 58.212.442.4477

**West Africa**  
*Sobidis*  
Tel 225.20.33.40.32  
Fax 225.20.33.40.28