

Frequently Asked Questions

Q: Who manufactures FuGENE Transfection Reagents?

A: FuGENE Transfection reagents have been manufactured by FuGENT LLC. located in Madison & Middleton, WI since 1996.

Q: How can FuGENE be purchased?

A: All FuGENE Transfection reagents (FuGENE HD, 6, SI, and 4K) can be purchased directly through us, the manufacturer FuGENE (Fugent LLC) at www.fugene.com. In addition, customers can still purchase FuGENE HD, 6, and 4K from Promega Corporation. We also have other international distributors which can be located on our website (www.fugene.com/distributors).

Q: Do you offer product samples?

A: Yes, please reach out to us at contact@fugene.com to request a sample of our reagents.

Q: How do you select the best DNA Transfection reagent for your cell lines amongst FuGENE products?

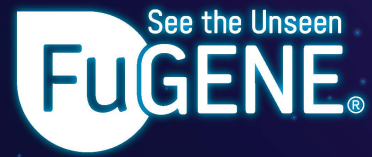
A: FuGENE understands the unique applications and cell lines our customers utilize therefore we recommend obtaining free samples and testing. Please contact us at contact@fugene.com for information on how to obtain samples of our reagents. Another great resource is the citation database on our website that includes thousands of published papers citing usage of FuGENE across thousands of different cell lines (www.fugene.com/citations-database/).

Q: How can we get help optimizing for our cell line and application?

A: Navigate to our Documents/Manual page at www.fugene.com for a handy optimization guide, or feel free to contact us at contact@fugene.com for PhD. level technical assistance.

Q: Do you offer bulk or custom formulations?

A: We pride ourselves on being nimble for our customers needs and certainly welcome any custom or bulk formulation requests. With a dedicated PhD team of biologists and chemists we are ready to tackle any project.



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Q: Who do we contact for customer or technical support?

A: Please contact us directly at contact@fugene.com and you will receive a response within 24 hours.

Q: What is new about FuGENE 4K and FuGENE SI compared to FuGENE 6 and FuGENE HD?

A: FuGENE 6 and HD are our legacy reagents that have been out on the market for quite some time. In the last two years FuGENE has been innovating new reagents. FuGENE 4K was launched in early 2022 and is our most advanced DNA Transfection reagent for high efficiencies and low toxicities. FuGENE SI was launched in mid-2021 and is our first RNA transfection reagent optimized for siRNA delivery. It enables researchers to obtain robust gene knockdowns while remaining gentle on your cells.

Q: What do you suggest if I am having a hard time transfecting my cells with FuGENE Transfection Reagents?

A: Please contact our technical support team at contact@fugene.com for support.

Q: How is Fugene 4K chemically different from Lipofectamine® 3000?

A: FuGENE 4K is a multi-component blend of polymers and lipids that allows high efficiency transfection while remaining gentler on your cells than Lipofectamine® 3000.

Q: Does Promega or Roche manufacture FuGENE reagents?

A: No, Promega and Roche have always been distributors for us at FuGENE®. We are the only company that has manufactured our FuGENE reagents for our entire 26 year existence.

Q: What reagent do you suggest for stem cell research?

A: FuGENE 6, HD, and 4K have all been utilized in Stem Cell Research. If you have questions about a particular cell line, the citation database on our website is a great resource (www.fugene.com/citations-database/). Search by key attributes such as cell type, application, product line, or year of publication. If you still feel unsure, contact our technical team at contact@fugene.com.

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