

Sample Submission Instructions

Simple steps to submit samples correctly

Following the correct procedures when sending water samples is crucial for accurate analysis and reliable results. It also helps prevent contamination and ensures compliance with testing standards.

To guarantee the integrity of your sample, it's important to use sterile containers, label samples correctly, and ship them promptly under the right conditions. Whether testing for bacteria, chemicals, or other contaminants, careful handling ensures precise results and meaningful insights.

Follow the steps below to prepare and send your samples correctly

- **Use the right container** – Collect samples in sterile, approved bottles
- **Fill the container** – To the fill line
- **Label clearly** – Include company name, sample ID, date, time, and source
- **Store correctly** – Follow guidance for test specific storage
- **Complete submission form** – Provide all necessary details for accurate processing. Place submission form in the dedicated paperwork box at the drop-off point. Paperwork left anywhere else may be lost in transit and will be counted as not provided.
- **Drop off promptly** – Use our approved sample drop off locations

Eurofins Water Hygiene Testing UK will provide consumables free of charge as part of the routine analysis. A fair usage policy applies to the supply of consumables. Any clients requesting consumables who do not return samples to the equivalent quantity may be subject to a charge for the unused volume of consumables.

Sample bottles

Please refer to the latest document revision of '[Sample Container Guide](#)' for information on correct sample containers. The correct bottle type must be used for the analysis required.

Microbiological analysis

Suitable sterile bottles supplied by Eurofins Water Hygiene Testing of an appropriate size should be used for micro / legionella sampling. We provide bottles of different sizes which contain Sodium thiosulphate, added to counteract biocides in the sample. This reduces any kill-off of target organisms. Different levels of Sodium thiosulphate may be required depending on source/type of sample, We can supply these on request, see [Sample Container Guide](#) for details.

Chemistry analysis

Bottles supplied by Eurofins Water Hygiene Testing UK of an appropriate size and material for the analysis required should be used for chemistry sampling.

Sample bottles can be ordered and collected free of charge from any of our laboratories and a limited level of stock is held at our sample drop-off points.

Sourcing sample bottles

Delivery of consumables to a registered business premise can be offered free of charge. Delivery to a non-business address is subject to a delivery charge based on weight, dimensions and location. Confirmation of delivery costs will be provided at the time of the consumable request. Requests for consumables should be made at least five working days in advance by emailing:

waterscustomerservices@ftuki.eurofins.com

When contacting our water consumables team to place a bottle order, please attach your latest quotation and state the following

- Bottle Type(s)
- Qty of Bottle(s)
- Postage Address

Most of our drop-off points normally contain a small stock of standard bottle types which, subject to availability, can be collected in person without making a prior order:

- Red Top 1000ml PET Bottle Dosed with Sodium Thiosulphate
- Blue Top 500ml PET Bottle Dosed with Sodium Thiosulphate
- 1000ml Square Plastic PET Bottle Non-Dosed

Labelling bottles

Barcode Labels

Barcode labels, to be used with electronic ordering, must be ordered by emailing: waterscustomerservices@ftuki.eurofins.com

Barcodes are supplied in rolls of 250 stickers.

Labelling of bottles

The correct sample bottles should be submitted for the testing required and be labelled with sufficient information to enable the samples to be matched with the associated submission paperwork; this should include but is not limited to:

- Client name
- Engineers name / initials
- Sample number / reference
- Water matrix
- Sample date and time
- Sample description.
- Sample package names, as stated within your quotation, should be noted on the sample submission paperwork under the “Other Micro / Chemistry” column.

Please note, this information must be provided on the electronic order or the paperwork chain of custody form. Samples where this information is only written on the bottles with no accompanying paperwork or order are liable to be discarded.

Sample storage

- Microbial analysis must be analysed within 24 hours of the sample/s being taken and stored chilled at 2°C to 8°C.
- Legionella samples must be analysed within 48 hours of the sample/s being taken and stored at ambient temperature 6°C to 20°C.
- For standard chemistry stability times please refer to the latest document revision of “Water Chem Stability Data”. All chemistry sample/s should be stored chilled at 2°C to 8°C.

Submission of samples

To locate your local sample drop off point, please visit our [Water Drop Off website](#).

Samples can be submitted directly to our laboratories or to any one of our free to use sample drop-off locations but you require an access code. Please refer to the latest document revision of "Sample Drop-off Collections". If you need assistance please email:

waterscustomerservices@ftuki.eurofins.com

Electronic submission (default method)

Electronic orders must be created for all sample submissions where possible.

Electronic orders are created via your unique Europortal sample management account. Login details to which will be provided on account creation along with a step-by-step guide.

Samples may also be submitted electronically using Eurofins mobile application available on Android and Apple devices. Should this be required, please advise so that suitable set-up and training can be provided.

Non electronic submission (non default method)

Where samples are unable to be submitted electronically then submissions **must** be accompanied with a chain of custody "Water Sample Submission" form. Request this form from by emailing:

waterscustomerservices@ftuki.eurofins.com



Sample drop-off

Samples taken to the designated sample drop-off point should be placed in the required fridge which will be clearly labelled as Legionella or Non-Legionella / Chemistry. Details of the samples being dropped off should be recorded in the sample register located on site to enable full traceability of the sample/s. If applicable, the sample submission paperwork should be left in the Post Box provided.

Please check the opening times of our drop off locations at WaterDropOff.com to ensure that you can deliver samples to the drop off location before the Eurofins driver collection is made.

Samples submitted by courier or post and not using Eurofins drop-offs, or delivered by clients directly to laboratories must be packaged and transported in such a manner that the temperature in transit is controlled, and meets the sample test stability requirements. Otherwise, the samples will be considered deviating as described below.

Sample acknowledgement

Daily sample submission receipts will be emailed showing all samples received the previous day. These should be checked to confirm the correct test suite has been assigned and to identify any inaccuracies in the sample information.

Any errors identified should be highlighted to the testing laboratory and the waters customer service team as soon as possible. Please be aware that any changes to sample analysis will depend on stability times and sample volumes available.