

Information Sheet - Sample Shipping

Missing data, insufficient sample material, or damaged samples can delay the start of the analysis and may require additional efforts, not only on our part but on yours as well. We reserve the right to invoice any additional efforts in individual cases.

Fully completed and signed order form:

- Contact details and billing address (for digital submission)
- Scope of analysis, including the received test code (5-digit code)
- Product designation with all details you wish to appear on the analysis report (Lot, Expiry Date, ...)
- Please note that we do not manually enter product data; only the information you have noted on the order will be transferred.
- PO or order number if relevant for invoicing.
- Please provide stool samples and hand swabs with an employee number so that personal data protection can be guaranteed.

Numbering of samples according to the order form or online order:

- If a sample consists of multiple units, assign the same number to all units.

Ensure secure packaging:

- For products requiring refrigeration, we recommend insulated/Styrofoam boxes with cooling packs.
- For glass bottles: cushion adequately.

We are happy to provide sample collection materials (bottles, swabs, sponges, and containers) free of charge. Please contact us by phone to discuss suitable materials.

Sufficient sample material:

- For microbiology, a minimum of 100g per analysis.
- Water samples → see the next page.
- For chemical analyses, a minimum of 500g (preferably in multiple units).

Shipping date or delivery:

Water samples (including Legionella) should reach the laboratory no later than 24 hours after collection. Further information on water samples can be found on the next page.

Your last shipping day is Thursday, using Mondexpress or A-Post. Samples can't be accepted on Saturdays.

Our reception is staffed from Monday to Friday, from 8:00 AM to 12:00 PM and from 1:30 PM to 5:00 PM. We always strive to initiate analysis on the day of delivery. However, please note that we cannot guarantee this for samples arriving after 4:00 PM. The public holidays of the Canton of Solothurn apply.

Address:

Eurofins Scientific AG
Parkstrasse 10
5012 Schönenwerd
Switzerland



Correct Sample Collection – Legionella and Microbiology

Depending on the intended use of your water, a differentiated analysis of various parameters is necessary. We are happy to assist you in selecting the appropriate examination. It is crucial to distinguish between samples for general microbiological analysis (total microbial count, E. Coli, Enterococci, etc.) and samples for Legionella analysis.

For the collection of samples for general microbiological parameters, we recommend the following procedure:

Take the showerhead or open the tap and set the water temperature to cold. Alternatively, the tap can be set to a cold-water temperature, and opened, allowing a maximum of 1 liter of water to flow.

Fill the sample container and securely seal it. Label the sample bottle with "Microbiology."

To prevent the multiplication of microorganisms within the samples, it is advisable to transport the samples to the laboratory as quickly as possible and keep them chilled. Storage if necessary, should occur protected from light and at a temperature of 5(+/- 3) °C for a limited time.

The time between sample collection and analysis should ideally not exceed 12 hours.

Legionella:

For the collection of samples for Legionella analysis, we recommend following the BAG (Federal Office of Public Health) recommendations in Module 10 "Risk Assessment, Self-monitoring, Sample Collection, Interpretation of Results." Exemplarily, for the collection of samples from shower water:

Take the showerhead, open the tap, and set the water temperature to a comfortable level for showering. The pre-flow volume should correspond to what users typically allow to run before showering. The shower flow rate should also match daily usage.

Fill the sample container, measure the water temperature (not in the samples!), and record it. Seal the bottle.

carefully and label it with "Legionella."

The samples should be delivered to the laboratory within 24 hours and protected from temperature fluctuations. If analysis cannot be conducted on the day of sample collection, store the samples protected from light at 5(+/- 3) °C to prevent potential multiplication.

Important notes for both types of samples:

We are happy to provide you with complimentary sample bottles. The sample bottles are sterile; please avoid touching the threads and the inside of the cap!

For chlorinated water, sterile bottles with thiosulfate should be used.

As evident, sample collection differs in terms of water temperature and storage conditions until analysis.

To have your water tested for Legionella and general microbiology, we require two samples:

- 500 ml for Legionella analysis (shower, bathwater, etc.).
- 1 liter for Legionella analysis from cooling towers.
- 125 ml of water per parameter for general microbiological analysis (usually: 250 ml), separately in its own bottle.

