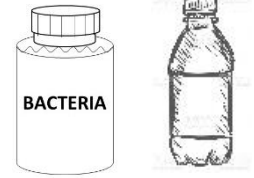


# TIPS TO AVOID SAMPLE REJECTION OR DELAYS

**FATAL FLAWS** ➤: WRONG CONTAINER, LOW LEVEL, CHLORINE ODOR, TOO LATE  
– YOU WILL NEED TO COLLECT A NEW SAMPLE



➤ SUBMIT **2** SEPARATE SAMPLES FOR ALL STANDARD TESTS

1. One sterile container for Bacteria (total coliforms and e.coli)

Use only one sterile container for one bacteria test. [Don't waste; containers are expensive.]

2. One clean water bottle (6-12oz) for all 3 chemical tests (Lead + Nitrate + Nitrite)

Do not use a sterile container for chemicals, and do not use a water bottle for bacteria; samples will be rejected.

➤ WATER LEVEL – **FILL UP!**

REMOVE SHRINK WRAP **COMPLETELY** & FILL STERILE CONTAINER **TO THE NECK.**

Sample will be rejected if the level is too low. Also, do not overfill; stop at the threads.

(Ignore the ref line. We understand the line causes confusion. Just ignore the line.)

➤ Ensure there is **NO CHLORINE ODOR** in the water prior to taking sample.

➤ Deliver the sample the **SAME DAY** you collect it.

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1<sup>st</sup> time/Infrequent clients: prior to collecting sample, email us to ensure we are open. Read full orange Instructions.

✓ **TAP** – Collect the bacteria sample from the bathtub (or outside tap) and the lead sample from the kitchen sink. See orange Instruction sheet for detail.

✓ **PAYMENT** – INCLUDE WITH SAMPLE. See orange Instruction sheet for prices. Cash, check, or money order. No credit cards.

✓ **COMPLETE** THE ENTIRE FORM - INCLUDING

- SIGNATURE – most important, chain of custody requirement.
- DATE/TIME COLLECTED – deliver sample the same day you collect it.
- TESTS NEEDED - For loans, check with loan officer on tests required and 3<sup>rd</sup> party collection.
- EMAIL – send us a short email so we have your correct email address to send report, and for any questions on your sample. Check your email, incl your spam folder. If you do not receive your report, email us.

✓ **IDENTIFY** SAMPLE – to match form to sample

- WRAP form & payment around sample & secure with rubber band, or PUT sample & form & payment inside a sandwich-size baggie (remove any ice). Place inside cooler, in the dropbox on post. -or-
- LABEL sample with name and place inside cooler, in the dropbox on post. [Do not write on chemical bottle lid or label. Mark with a sharpie on side of bottle.] Place form & payment in front pocket of cooler, in dropbox on post.

When delivering sample, open the dropbox door (on the pole), and open the main compartment of cooler. Place sample (without ice) on top of tray or next to it (not under). Close cooler & close dropbox. Raise flag. Do not put ice in cooler. An ice brick is already in cooler. Do not mail samples. Do not put samples in the large blue cooler on the ground, labeled "Chemical Bottle Supply".

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BIOTECH LAB LLC Open Sun noon-7pm, Mon-Thur 7am-7pm

Email us at [biotechlab@verizon.net](mailto:biotechlab@verizon.net) or call 804-520-4807 anytime, including evenings and weekends.

Visit us at [biotechlabwatertesting.com](http://biotechlabwatertesting.com). Our Process page has pictures of each step. FAQ#1 has other hours, or email us.