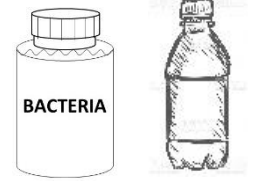


# TIPS TO AVOID SAMPLE REJECTION OR DELAYS

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



- SUBMIT **2** SAMPLES FOR ALL STANDARD TESTS
  1. One sterile container for Bacteria (total coliforms and e.coli)
  2. One clean water bottle (6-12oz) for all 3 chemical tests (Lead + Nitrate + Nitrite)
- WATER LEVEL – **FILL UP!**  
REMOVE SHRINK WRAP **COMPLETELY** & FILL STERILE CONTAINER TO THE NECK.  
Too much water is better than not enough. Sample will be rejected if not enough water.  
(Ignore the 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 coordinate delivery to ensure we are open.**

- ✓ **TAP** – We recommend you collect the bacteria sample from the bathtub (or outside tap) and the lead sample from the kitchen sink. See instructions for detail.
- ✓ **INCLUDE PAYMENT WITH SAMPLE** – see orange instruction sheet for prices.  
Cash, check, or money order. No credit cards.
- ✓ **COMPLETE** THE ENTIRE FORM - INCLUDING
  - EMAIL – us (ex. “Joe’s sample”) so we have your correct email address to send report.
  - 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.
  - SIGNATURE – chain of custody requirement
- ✓ **IDENTIFY** SAMPLE – to match form to sample
  - WRAP form & payment around sample, Secure with rubber band, & Place inside cooler, in the dropbox on post. -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.  
Place form & payment next to the cooler in dropbox on post.

When delivering sample, open the dropbox door (on the pole), and open the 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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Email anytime at [biotechlab@verizon.net](mailto:biotechlab@verizon.net). Call evenings at 804-520-4807.

Visit us at [biotechlabwatertesting.com](http://biotechlabwatertesting.com). Our Process page has pictures of each step.