

How To: Arrange Your Sample Collection or Technician Visit

At Fitz Scientific, our dedicated Field Technicians are the backbone of our transport and collection service. Each technician is extensively trained to ensure that samples are collected and transported safely to our **INAB accredited** laboratory, tailored to meet the unique operational needs of our customers.

Our Fleet & Coverage

- **Nationwide Reach:** Our technicians travel to all 32 counties.
- **Expert Team:** 20 professional Field Technicians dedicated to customer collections.
- **Specialised Fleet:** 24 vans, including 12 fully refrigerated vehicles to maintain the integrity of temperature-sensitive samples.
- **Safety & Precision:** Each vehicle is fitted with calibrated thermometers, first aid kits, and mobile communication for safe, efficient service.

Our Field Technician Services

- **Technician Collection:** We arrange for a driver to collect your pre-taken samples and transport them securely to our laboratory.
- **Technician Sampling:** A trained technician visits your site to physically take the samples, manage documentation, and ensure the correct containers and volumes are used. This guarantees sample integrity from the point of origin.

Step One: Contact our Sales Department

- **Email** sales@fitzsci.ie or call 041 9845440 to discuss your testing needs.
- **Payment:** New customers must pay in advance unless credit terms are pre-agreed.
- **Service Selection:** Please specify if you require **Technician Sampling** (we take the sample) or a **Collection Service** (we pick up your samples).
- **Acceptance:** Once you accept your quote, it will be added to your profile for submission.

Step Two: Scheduling a Field Technician / Collection Service

- Once your quote is live, contact our Field Services team at fsteam@fitzsci.ie or **041 9845440** to schedule your site visit or collection date.

Step Three: Submit your Digital Chain of Custody (DCOC) (Collection Service Only)

- **For Technician Sampling:** Our technician handles all professional labelling and documentation on-site. You do **not** need to log these samples on the Web Portal.
- **For Collection-Only:**
 - Log your samples via the **Digital Chain of Custody (DCOC)** on the Web Portal.
 - Obtain your **4-digit submission code**.
 - **Label your containers** clearly with the 4-digit code, Client Name, Sample Reference, and Date before the driver arrives.

How To: Arrange Your Sample Collection or Technician Visit

- If the label gets wet, it may become illegible. To prevent this, we advise that you use a **dark, permanent marker**.
- Ensure your writing is legible so that our laboratory can correctly identify the sample.
- Ensure all fields of the container's label have been filled.
- Do not place the label on the lid or cap.
- Accurate labelling helps us process your samples and ensures reliable results. If labels are incomplete or unclear, we may not be able to test the sample, or the results could be affected.



Step Four: Packing your Sample

- **For Technician Sampling:** Our technician handles all packaging on-site.
- **For Collection-Only:** It is the customer's responsibility to ensure that the correct volume, correct labelling, and correct containers are used. Ensure any lids are securely tightened. We advise packing containers with bubble wrap or padding to prevent them rolling and bursting inside the courier van. The samples need to be packed in a strong, secure box, ready for collection.

Step Five: Sample Collection & Analysis

- Your samples will be securely transported to our accredited laboratory in Drogheda for analysis.
- You will receive a Certificate of Analysis, typically within 10 working days for a standard turnaround time.
- For urgent parameters like bacteria in drinking water, we will alert you via email within 3 days if an exceedance is found.

Thank you for choosing Fitz Scientific as your service provider.