



FITZ SCIENTIFIC - CUSTOMER GUIDE TO SUCCESSFULLY SUBMITTING SAMPLES

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FITZ
SCIENTIFIC

MONITORING & TESTING

How to Successfully Submit Samples to Fitz Scientific

Thank you for choosing Fitz Scientific for your testing and monitoring needs. As an **INAB-accredited laboratory** operating to the highest **EU standards**, we are committed to providing you with complete confidence in your results. This step-by-step guide ensures your samples are submitted correctly for the most accurate analysis of your sample, from beginning to end.

Step One: Contact our Sales Department

- Email sales@fitzsci.ie or call 041 9845440 to discuss your testing needs.
- If you are a first-time customer, you will need to pay in advance of sending samples, unless credit terms have been agreed.
- Our team will advise on the appropriate tests for your sample type.
- You will receive a Quote Number from the Sales team. Once you have replied and accepted the quote, it will be added to your Web Portal profile for your sample submission.
- If you **already have a quote number**, please check if it needs to be revised to include new parameters.

Step Two: Filling in the Application Form

- You will be invited to fill out an application form via email.
- Once the application form is completed and has been reviewed, our Customer Service team will send you a link to set-up your Web Portal account along with instructions on How to Use the Web Portal.

Step Three: Containers

- If you have requested containers on your Application Form, we will deliver the required containers to you along with instructions on how to take your sample, within **2-3 days**.
- Where Fitz Scientific have supplied you with sample containers, they will be the correct type and will, if required, contain a preservative. **Containers with a preservative should not be rinsed.**
- To ensure the accuracy of your results, it is important that requirements around the correct use of container types, use of preservatives, correct sample volumes, required information etc. are followed.
- If you require any additional sample containers, email bottles@fitzsci.ie with your Quote Number and a list of the containers needed, and we will post them to you.
- If you have requested and been quoted for a **sample collection service**, email fsteam@fitzsci.ie to schedule this.

Step Four: Complete your Digital Chain of Custody form

- In your Web Portal account, complete a Digital Chain of Custody form.
- When you have confirmed your sample submission, you will receive a 4-digit sample submission code. Keep this code, as you will be required to write it on the container labels once you have taken your sample.
- For more information on how to navigate the Web Portal, please see our Web Portal User Guide.



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Step Five: Packaging your Samples

- Make sure to legibly write your **4 Digit Sample Submission Code, Client/Company Name, Sample Reference and Sample Date** on the sample containers/labels. Please ensure **all fields of the label have been filled**.
- If labels get wet, they may become illegible. To prevent this, we advise using a **dark, permanent marker**.
- Lids need to be **tightened securely** to prevent your samples from leaking/spilling.
- Bottles/Containers need to be in a **strong and secure box** (cooler box or cardboard). If you have chosen to post your samples to us, we suggest packing them in bubble wrap to avoid them rolling or bursting in the courier van.
- Some samples need to be at a **temperature of between 2-8 °C**. Where relevant, it will be noted on your sample procedure. To ensure the correct temperature for analysis, we suggest you pack the samples in a cooler box or strong cardboard box with ice packs. We also advise the ice packs are placed inside a sealed plastic bag to avoid leakage.



Step Six: Delivering your Samples

To ensure the most accurate results, we recommend **taking your sample the same day you plan to deliver it**. Choose from a range of flexible options to ensure your samples reach us efficiently.

- **By Hand:** Customers are welcome to drop off samples directly to our laboratory to: Fitz Scientific, Unit 35A Boyne Business Park, Drogheda, Co Louth, A92 D52D, Between **Monday – Friday, 8.30am – 5.00pm**.
- **By Express Post:** If you choose to post or use a courier for your samples, we recommend sending them via express post the same day as taking your samples to ensure the most accurate results.
- **By Transport and Collection Service:** You can schedule a collection with our Field Technicians if this is part of your service agreed with our Sales Team.
- **By Depot Drop Off:** You can drop your samples at one of our depots (Dublin and Waterford). To avail of this service, please contact the Field Services team by email at fsteam@fitzsci.ie or by phone at 0419845440, Extension 3.

If you have any questions or require further details, please do not hesitate to contact our customer service team at customerservice@fitzsci.ie

Thank you for choosing Fitz Scientific as your service provider.