



# FITZ SCIENTIFIC - USER GUIDE TO USING THE DEPOT DROP-OFF

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**FITZ**  
SCIENTIFIC

MONITORING & TESTING

Fitz Scientific has Depot Drop Off locations for customers both in Dublin and Waterford.

HERE ARE IMPORTANT POINTS TO NOTE AND **MUST BE READ** OVER BEFORE USING THE DEPOT DROP OFF SERVICE

1. A request needs to be made if you require your samples to be collected from a Depot **before 2pm the day before. NOT ON THE DAY YOU NEED THE COLLECTION.**
2. You must email or phone Fitz Scientific in advance to inform them that you intend dropping off samples and need a collection. **An attachment with the CHAIN OF CUSTODY NEEDS TO BE PROVIDED.**
3. Our office contact details are *fsteam@fitzsci.ie* or *041 9845440 Ext. 3*
4. A collection from the Depot will then be scheduled.
5. When booking the collection, we need you to provide us with the Depot you intend using, a company name, contact name and phone number.
6. Once approval has been given, you will receive both the access and padlock codes
7. A Handover slip (which you will find inside the Depot unit) **NEEDS TO BE FILLED OUT** completely and attached to the batch of samples.
8. Sellotape is provided for this purpose.
9. **Samples cannot be dropped off without approval and all of the following, specifically the points in RED,**
10. Once samples are dropped off email the office to let us know.

IN SUMMARY;

- YOU CONTACT US WITH REQUEST THE DAY BEFORE
- YOU PROVIDE US WITH THE CHAIN OF CUSTODY WITH DETAILS OF THE SAMPLE MEDIUM TYPE AND QUANTITY.
- WE APPROVE THE COLLECTION AND SCHEDULE
- WE PROVIDE THE ACCESS CODES
- YOU DROP THE SAMPLES IN THE DEPOT
- YOU COMPLETE THE HANDOVER SLIP
- YOU CONTACT THE OFFICE TO UPDATE US OF THE DROP OFF
- WE COLLECT FROM THE DEPOT

#### Same Day Collection Cut Off Points:

- **Dublin Depot:** Samples must be dropped **before 2:00pm** for same day collection.
- **Waterford Depot:** Samples must be dropped **before 1:00pm** for same day collection.

#### To Access the Depot:

- Upon entry, dial in the access code on the security pad beside the yellow door.
- The access code needs to be used even if another customer is dropping a package and already has the main door open.

- Do not leave the door unattended at any time or allow any unauthorised people into the facility.
- Find the appropriate unit (**A36 Dublin or G97 Waterford**) shown below and input the appropriate padlock code.
- Please attach your completed Handover Slip with your samples. Sellotape is supplied for your convenience.
- You may have received a copy of the Handover Slip in advance however there should also be a supply inside of the unit.
- You must lock the padlock when leaving the Fitz Scientific unit.
- You must dial the access code again when you are leaving the facility on the inside security pad, which can be found before leaving the main door.

**Note:** It is not required to put Soil or Solids samples in the fridge, these can be left on the shelves beside the fridge. **Fridge should be used for Food/Water samples only.** Cooler boxes with ice packs can be left on the shelves beside the fridge. Ensure your 4-digit code is written on each of the samples you are leaving at the depot.

**YOU MUST NOT LEAVE ANY PARCELS AT THE MAIN RECEPTION OF U STORE IT**

**ALL PARCELS FOR FITZ SCIENTIFIC MUST BE BROUGHT TO THE FITZ SCIENTIFIC DEPOT UNIT.**

**WE ARE NOT RESPONSIBLE FOR PARCELS LEFT HERE AND WILL NOT COLLECT ANY PARCELS LEFT AT RECEPTION.**

**FITZ SCIENTIFIC WILL ONLY COLLECT FROM THEIR OWN UNIT.**

**IMPORTANT : IF ALL OF THE ABOVE POINTS ARE NOT FOLLOWED THERE IS A POSSIBILITY THAT YOUR SAMPLES WILL BE LEFT IN THE DEPOT AND NOT BROUGHT BACK TO THE LABORATORY ON THE DAY FOR PROCESSING.**

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

**THANK YOU FOR CHOOSING FITZ SCIENTIFIC AS YOUR SERVICE PROVIDER.**

Our two drop off locations:

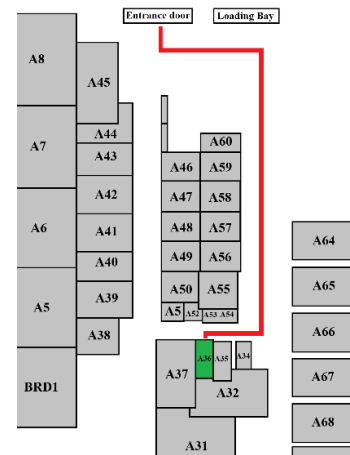
- 1) **Dublin:** U Store IT - Unit 1, North Park, North Road, Kildonan, Dublin 11, D11 E6C3



Dublin Depot Door



Dublin Unit Door A36



Dublin Unit Map

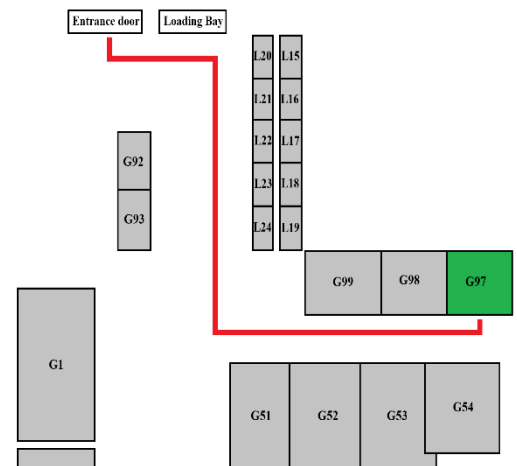
- 2) **Waterford:** U Store IT - Unit 45/46 Waterford Business Park, Cork Road, Waterford, X91H9CV



Waterford Depot Door



Waterford Unit G97



Waterford Unit Map

**Depot Opening Hours:**  
**Monday – Friday:** 09:00 – 17:30  
**Saturday:** 09:00 – 16:00  
**Sundays and Bank Holidays:** Closed

**Duty of care and false alarms:**  
 Please be aware that you have an extra duty of care when using the facility outside normal office hours.