

Standard Administrative Procedure

Sample Acceptance Policy

AD-002

Revision: 3

Endyne, Inc.
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Approved for Distribution:  _____

Approval Date: 1/7/19 _____

Out of Service Date: _____

1. **Scope:**

1.1. This document serves as Endyne, Inc. sample acceptance policy. This policy outlines the circumstances under which samples will be accepted. Data from samples, which do not meet the following criteria, will be flagged in an unambiguous manner clearly defining the nature and substance of the variation. This policy shall be made available to sample collection personnel.

2. **Sample Acceptance Criteria:**

2.1. *Documentation:* All samples must be accompanied by proper, full, and complete documentation, which shall include sample identification, the location (including the state), date and time of collection, collector's name, preservation type, sample type (including matrix as well as grab or composite) and any special remarks concerning the sample. This information is included on Endyne, Inc. chain-of-custody, other documentation may be necessary if not using an Endyne, Inc. chain of custody.

2.2. *Sample Labeling:* All labeling must be legible and includes unique identification with indelible ink.

2.3. *Capability:* The laboratory must have the ability and capacity to perform the analysis. Samples that require analyses that are not performed by Endyne may be subcontracted to another laboratory with the permission of the client.

2.4. *Payment:* Samples will be accepted from clients in good standing, or payment arrangements are acceptable.

2.5. *Sample Volume:* Samples should arrive to the laboratory with an appropriate amount of volume required by the method. It is preferred that the volume of sample received at the laboratory would be sufficient to run a duplicate analysis from the same container. It may not be possible to run requested parameters if adequate sample volume is not provided. Note samples received with inadequate sample volume on the Chain of Custody.

2.5.1 Microbiology sample volume: Samples for Microbiological analysis (Total Coliform, E Coli, Fecal Coliform, HPC) must be filled clearly **above** the 100 mL line on the sterile container. This is needed to perform a chlorine check on the sample.

Samples that are not filled visibly above the 100 mL line may be rejected.

2.6. *Sample Containers:* Endyne, Inc. provides containers free of charge. Using an inappropriate sample container can cause inaccurate results. Whenever possible Endyne, Inc. recommends the use of our pre-cleaned containers. If an Endyne, Inc. container is not used, the login technician determines whether the container is acceptable. Note any sample containers or preservation that does not match that which is required by the method; see *AD-003 Preparation of Sample Containers Table 14.9 Water Sample Containers, Volumes, and Preservatives*. For sampling instructions, see *AD-037 Sampling and Subsampling Instructions for Bacteriological, Chemical and Physical Testing* for reference.

2.7. *Holding Time:* Samples must be received within the prescribed method holding times. Note on the bottle any holding times that are <72 hours. No sample that is received past holding time will be analyzed without the client's permission, with the exception of tests whose holding time is indicated as "immediately". Permission will be obtained from the client in writing, where possible, and documented by the technician on the chain-of-custody if permission is obtained by phone. Analysis ran past holding time will be qualified appropriately.

2.8. *Temperature:* Samples must arrive at the lab within 2 degrees of the method-specified temperature. For most chemical analysis, samples must arrive at $\leq 6C(43F)$. Samples that are brought to the lab immediately following sampling may not have reached this temperature requirement during transit. In these cases, the samples shall be considered

acceptable if there is evidence that the chilling process has begun, such as arrival on ice or in a cooler with ice packs. If a sample is determined to be not acceptable, a standard conclusion will be added to the final report stating that the sample did not meet thermal preservation requirements and the temperature of the sample upon receipt. Samples must not be frozen upon arrival.

2.8.1 Clarification for Microbiological sample handling from 2009 TNI Standards Volume 1 Module 5 Section 1.7.5: Samples that require thermal preservation shall be considered acceptable if the arrival temperature of a representative sample container meets the method or mandated temperature requirement at $\leq 10\text{C}$ (50F).

2.8.1.1 Samples that are delivered to the laboratory on the same day they are collected may not meet the requirements as stated above. In these cases, the samples shall be considered acceptable if the samples were received on ice or in a cooler with ice packs.

2.8.1.2 If sample analysis has begun within fifteen (15) minutes of collection, thermal preservation is not required.

2.8.1.3 Thermal preservation is not required in the field if the laboratory receives the sample and either begins the analysis or refrigerates the sample within fifteen (15) minutes of collection.

2.9 *Condition:* Sample containers must arrive at the laboratory in good condition. Samples showing signs of damage or contamination shall be noted on the COC. In the event that insufficient sample is available re-sampling will be required.

2.10 *Preservation:* Samples must be checked for proper preservation, including pH, chlorine, temperature, and headspace prior to receipt. Select interferences (as defined by each method) must be checked prior to receipt as defined by each method.

2.10.1 Problems with any of the following must also be noted on the COC: pH, air space in VOA vials, H₂S, or Alkalinity, temperature, volume, chlorine, known interferences, or bottle used.

3 **Sample Rejection:**

3.1 A sample may be rejected or declined to be analyzed for any of the following reasons:

3.1.1 Any of the above criteria is not met.

3.1.2 The laboratory staff cannot safely handle the sample.

3.1.3 The laboratory lacks the capacity or ability to perform the analysis. In this case, the lab may arrange for the sample to be sub-contracted to another laboratory, with the client's approval.

3.1.4 Sample containers show signs of damage and/or contamination that may compromise the integrity of the analysis.

3.2 If there are any problems with samples and/or information accompanying the samples that may lead to rejection, every effort will be made to contact the client and resolve the issue. This may include verifying information (dates, times, location, etc), clarifying illegible writing, and confirming analysis request. If samples are not for compliance purposes and multiple attempts to contact the customer remain unsuccessful, then "None Given" or "Illegible" will be recorded as Sampler.

3.2.1 **NOTE:** New Hampshire Drinking Water samples must include Sampler Name on COC. If Sampler Name is absent from COC and if multiple attempts to contact the customer remain unsuccessful, then the sample will be rejected.

3.3 In cases where a sample is rejected, every effort will be made to determine the cause of the rejection, correct the problem, and request a replacement sample as quickly as possible. Fill out the Log-in Checklist for Rejected Samples (Appendix 002-1) and attach to the COC.

Date	Revision #	Notes/Comments
08/24/15	1	New format, combined points with Plattsburgh's Policy
12/19/16	2	Edits to Thermal Preservation section, Sample Volume
12/18/18	3	Further clarification to section 3.2

Appendix 002-1

