



ELAP Lab ID: 12125 | NELAC Lab ID: E871141 | EPA Lab ID: AL01167

## HGS Analytical Sample Acceptance Policy

In accordance with NELAC, ELAP, and ANSI/AAMI Standards, the HGS Analytical Laboratory complies with the following sample acceptance policy for all samples received.

If the samples do not meet the unconditional sample receipt acceptance criteria outlined below, laboratory personnel are required to document all non-compliances and immediately address these concerns with the Quality Manager. The Quality Manager will thoroughly evaluate the situation and determine if there is a need to commence an NCR or CAPA investigation. Laboratory management will place a temporary hold on samples containing any deficiencies that could impact data or cast doubt on the sample's suitability for testing. Processing may only be resumed after the Water Safety Director or Program Specialist contacts the client, communicates a strategy for mitigation, and receives confirmation or rejection from the client and/or COR. Any communication related to this issue must be completed and confirmed in writing.

### Requirements for Unconditional Sample Acceptance:

1. **Chain of Custody:** The chain of custody must meet the following requirements or the samples will be rejected:
  - a. All samples sent to HGS Analytical for processing must be recorded on the most current version of the HGS Analytical Chain of Custody.
  - b. The HGS Analytical Chain of Custody must be filled out completely. This is to include sample number, sample identification, potable or non-potable, the location, the date and time of collection, the collector's name and signature, the type of preservation (if any), the type of analyte, any additional fields listed on the chain of custody and any special remarks or comments concerning the sample.
  - c. In the absence of any of the required sample information, the HGS Analytical laboratory will attempt to contact the client/sampler to obtain the required information. If the laboratory does not receive a response within 24 hours of receiving the samples, the samples will be rejected, and the sampler, the client, and/or COR will be notified, and a resample will be requested.
2. **Sample Documentation:** If the laboratory cannot identify a sample, the sample will be rejected, and the sampler, the client, and/or COR will be notified, and a resample will be requested. All sample bottles should be labeled using water-resistant labels and indelible ink to ensure legibility and traceability throughout transport, storage, and analysis. Labels must remain intact and readable under wet or refrigerated conditions.
3. **Appropriate Containers Required:** If the laboratory receives a sample in an inappropriate container, the samples will be rejected unless the client authorizes the analysis. The client will be notified, and sample conditions will be noted on the final report if the analysis can still be performed. If the analysis cannot be performed, then the sample is rejected, the client and/or COR, and a resample will be requested (the laboratory will provide appropriate sample containers upon request).

4. **Adequate Sample Volume:** If the laboratory receives a sample that is not compliant with the standard volume for the requested analysis, then the sample will be rejected, the sampler, the client, and/or COR will be notified, and a resample will be requested.
  - a. ***Legionella* acceptable volume is  $\geq 95\text{mLs}$ .**
  - b. **HPC acceptable volume is  $\geq 5\text{mLs}$ .**
  - c. **SPS acceptable volume is  $\geq 40\text{mLs}$ .**
  - d. **Coliform acceptable volume is  $\geq 100\text{mLs}$ .**
  
5. **Damaged or Contaminated Samples:** When samples show signs of damage, leaking, or contamination, the samples will be rejected unless the client authorized the analysis. The client and/or COR will be notified and sample conditions will be noted on the final report if the analysis can still be performed. If the analysis cannot be performed, then the sample is rejected, the client notified, and a resample will be requested.
  
6. **Sample Holding Times:** If the laboratory receives a sample outside the standard hold time or the standard hold time will expire before the analysis can commence, the sample will be rejected unless the client authorizes the analysis. The client and/or COR will be notified and sample conditions will be noted on the final report.
  - a. ***Legionella* samples must reach the laboratory within 48 hours of collection time.**
  - b. **HPC samples must reach the lab within 24 hours of collection time.**
  - c. **SPS samples must reach the lab within 24 hours of collection time.**
  - d. **Coliform samples must reach the lab within 24 hours of collection time**
  
7. **Sample Preservation:** Samples should be received in/with coolers, cooling liners, with ice packs, and properly preserved. If the laboratory receives a sample that is not properly preserved, the sample will be rejected unless the client authorizes the analysis. The client and/or COR will be notified and sample conditions will be noted on the final report if the analysis can still be performed. If the analysis cannot be performed, then the sample is rejected, the client notified, and a resample will be requested.
  - a. ***Legionella* samples acceptable temperature is  $\leq 24.5\text{ }^{\circ}\text{C}$ .**
  - b. **HPC samples acceptable temperature is  $\leq 10\text{ }^{\circ}\text{C}$ .**
  - c. **SPS samples acceptable temperature is  $\leq 4\text{ }^{\circ}\text{C}$  (without HPC  $\leq 10\text{ }^{\circ}\text{C}$ ).**
  - d. **Coliform samples acceptable temperature is  $\leq 10\text{ }^{\circ}\text{C}$ .**