

Guidelines for Packing An Esky

It is important to pack perishable samples correctly as couriers are usually not a refrigerated service.

The temperature of samples during transit is controlled by frozen ice bricks, chilled sample and the insulation provided by the esky.

Ideally samples need to maintain a temperature level below 5°C. Time sensitive samples such as water and swab samples should be analysed within 24hrs of sampling.

Packaging A Sample

Packaging of the samples is important to reduce leakage, damage and the chance of cross contamination.

Organise the samples into appropriate, clean, secure containers with clear identifiable labels aligning with the analysis request form.

Water samples should be in the appropriate sterile containers obtained from Symbio Laboratories.

Please ensure all liquid samples are secure and are standing upright in the esky.

If possible double bag any samples that may become loose and leak. Any breakable items need to be protected by bubble wrap (or equivalent).

Supplying Consumables

Symbio Laboratories can supply swabs and water sample bottles required for you to conduct your sampling.

Eskies, ice bricks and freight dockets are also available through Symbio Laboratories.

Esky Returns

Eskies need to be returned overnight on a Monday, Tuesday, Wednesday or Thursday at the latest, or by arrangement with Symbio Laboratories.

If an esky is sent overnight on a Friday it will not be delivered until the following Monday and the samples may be temperature abused. Saturday delivery is possible but incurs a surcharge as special consignment notes and arrangements need to be made with couriers.

IMPORTANT TO NOTE

USE ADDITIONAL ICE BRICKS IN SUMMER TO AVOID TEMPERATURE DROPS.

1300 703 166
symbiolabs.com.au

The logo for Symbio Laboratories features a stylized blue swoosh above the word "Symbio" in a bold, dark blue font. Below "Symbio" are the words "LABORATORIES" in a smaller, yellow, all-caps font, and "Proudly AUSTRALIAN" in a dark blue, all-caps font.

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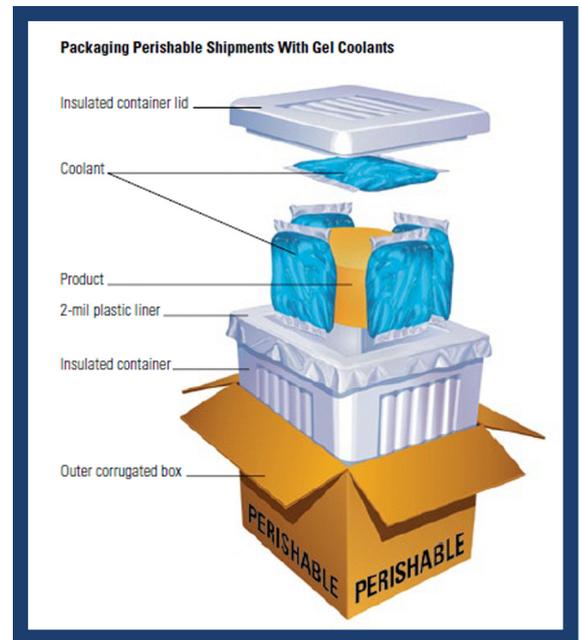
Steps to Packing An Esky

1 Place ice bricks in freezer the day before sending samples.

2 If you have ordered an esky from Symbio Laboratories, it comes with a prefilled return docket.

Please contact 13 15 31 to organise collection quoting our Customer Account Number (found on the top of the consignment note) and the Customer Account Name (Symbio Laboratories Pty Ltd).

Alternatively, you can organise your own courier service to drop the samples to our laboratory.



ON DAY OF SENDING SAMPLES (IF POSSIBLE PRECOOL THE ESKY)

3 Ensure samples are packaged correctly including identifiable labels that match the analysis request form.

6 Place the completed analysis request form (ARF) inside a plastic bag and include within the esky (ensure the sample descriptions on the ARF match the descriptions on the samples).

4 Place sufficient number ice bricks on top of, underneath and around the product.

- How many ice packs used will depend on ambient temperature, duration to be stored (allow at least 30 hours), type of cooler, number of samples, cooler capacity, size and type of ice packs.

7 Tape the box securely. Place the consignment note on the top of the largest surface and mark your outer container "Perishable".

5 Fill all void space with material to prevent product movement.

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