

Diagnostic Water Test

The ***Diagnostic Water Test*** is a comprehensive app-based postal laboratory test for heating system water.

Once the sample has completed laboratory testing, the system will generate a PDF certificate which will be automatically sent to the user that submitted the sample in the mobile application. All the submissions will be stored in your account, so you can access them whenever you want from the mobile application and web portal.

For full product information, links to the mobile applications, and links to the web portal, please [click here](#).

The ***Diagnostic Water Test*** includes two sample bottles:

- Heating System Water (*labelled with a QR code and a unique kit reference "DWT#####"*)
- Fill Water

ADDING A NEW DIAGNOSTIC WATER TEST

After downloading the App and completing registration, you can start adding a ***Diagnostic Water Test***.

Initial Steps:

1. Fill one sample bottle with **Fill Water** (usually mains/ city water), then fill the second bottle with **Heating System Water**.
(Please secure the bottle lids to avoid spillage in transit.)
2. Open the menu and click **Add Postal Water Test**
3. **Kit Ref***– Scan the unique QR code on the sample bottle (*if you do not scan the bottle, it will not be registered and will not return a result*)
4. **Customer Order Reference** – Enter your own reference against this unique test for reporting purposes.
5. **Heat Appliance Manufacturer*** – Select the heat appliance manufacturer from the dropdown or select 'other' if the manufacturer is not listed.
6. **Heat Appliance Serial Number** – Use your smartphone camera to scan the QR/ barcode or entry it manually in case is not easy to access.
(TIP: This field is critical when working with heat appliance manufacturers directly, but also can be useful for reporting.)
7. **Heat Appliance Age** – Select from the dropdown one of the following: *0 – 2 years, 2 – 10 years, Over 10 years.*
8. **Address*** – Please type in the address of the site at which you have taken the water samples.

9. **Inhibitor/ Protector Used** – Select the product used from the dropdown or select 'other' if the product is not listed.
10. **Data Protection:** To proceed, you must have the property owner's permission to submit the personal information (address) to our system.
11. When all fields are complete, you can click on '**Submit**' which will complete the process of adding a new sample.

Please note that fields marked with a '' are required for every sample.*

Please note, samples can only be submitted using a mobile or tablet. Samples cannot be entered through the web portal.

Final Steps:

1. Once the test has been submitted, a pop-up will appear with instructions and a link to the **UPS portal** to arrange postage.
2. Complete the **Ship From fields** *(the fields marked with diamond symbols are mandatory)*
3. Follow the instructions until the shipment has been confirmed.
4. Place the sample bottles, back in the box and then in the return envelope. *(If you submit multiple samples, each pair of samples is in a separate envelope.)*
5. The envelope should be available for UPS to collect from the Ship From address, the next working day.
6. Results will be available on the mobile app, on the web portal and via email with the results PDF attached within 72 working hours of receipt of the sample at the Fernox laboratory.

If you would like to post your Diagnostic Water Test later, you can open the menu on the mobile app or web portal and click on 'Water Test Postage' under the 'Useful Links' menu item. You will be able to arrange collection as normal for your samples.