

288 Libby Street
Honolulu, HI 96819

Number: DOC-LAB-800	Title: Client Sample Submission Guidelines	Revision Date: 03/31/2026	Effective: 03/31/2026
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Thank you for choosing HPC Foods Laboratory for your testing needs. To ensure timely and accurate testing of your samples, please carefully follow the instructions outlined below.

Lab Contact Information

Lab Name: HPC Foods Laboratory
 Location: 288 Libby St., 3rd Floor, Honolulu, HI 96819
 Contact Number: 808-599-9612/ 808-599-9260
 Email: lab@hpcfoods.com
 Open Hours: Sunday – Saturday, 6:30 AM to 5:00 PM
Regular Drop off Hours – 7:30 am – 4:00 pm

Sample Submission Guidelines

a. Nature of The Samples Tested

The lab accepts microbiological samples, including food, water, and environmental swabs. The list of matrices and type of test performed can be found on the *FORM-LAB-800 Service Request Form*. Ensure that the samples are clearly labeled with all relevant information (e.g., sample ID, sample type, date of collection).

b. Packaging and Preservation

Samples must be packed in sterile containers (e.g. sample bags, sample bottles) to prevent contamination. Ensure proper preservation of perishable or sensitive samples through refrigeration or using ice packs. Each sample must be sealed to avoid leakage or exposure. Samples are advised to be transported in coolers.

c. Sample Transportation

Samples should be transported to the lab within the required time frame to maintain their integrity.

Food and Water Samples: Transport within 24-48 hours of collection, maintaining refrigeration (1-10°C) if necessary.

Potable Water Samples: Should be collected in sample bags or vessels containing Sodium Thiosulfate to neutralize chlorine.

Environmental Swabs: Ensure swabs are kept in appropriate transport containers/bags and refrigerated (10-30°C).

Please refer to table 1.0 below for the accurate temperature limits at submission

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Sample Type	Expected condition	Acceptance Temperature
Frozen food samples	Frozen	-10-0°C
Produce samples (Vegetables and Fruits)	Chilled	1-10 °C
Surface / environmental swabs	Ambient	10–30 °C
Ambient process water	Ambient	10–30 °C
Potable water	Chilled/ Ambient	1-30 °C*
Thawed ice	Chilled	1-10 °C

Table 1.0 Temperature limit for different samples at submission. *Some samples may be received just after collection without refrigeration.

Delays in sample submission may affect the test results.

d. Timing for Submission

Samples must be received within lab operating hours (Sunday – Saturday 6:30 AM to 5:00 PM). For same-day testing without additional cost, ensure samples are submitted by 4:00pm. There will be an additional cost for samples received after 4:00 pm and needing same-day testing. If same-day testing is not needed for samples received after 4:00 pm, the samples will be stored under refrigeration and tested the following day. If submitting samples after operating hours, contact the lab in advance to make special arrangements.

e. Sample Condition Upon Arrival

Samples must be intact, contamination-free, transported appropriately, and accompanied by complete and accurate documentation (*Sample Submission Form*). Any sample condition discrepancies and/or missing documentation at receiving may lead to sample rejection/ test delays.

Required Documentation

Clients must fill out and submit the **Sample Submission Form** with every batch of samples. The form must include:

- Client Information: Name, company, contact details
- Sample Details: Sample ID, type of analysis requested (e.g., Aerobic count, coliform, E. coli, pathogen testing), sample type, total volume/area, comments (if applicable)
- Sample Condition: Refrigerated, other (describe)
- Date/Time of Sample Submission, Submitted By
- Special instructions

Obtain a copy of the sample submission form and keep it for your records.

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Chain of Custody

Ensure the Chain of Custody sections in the submission form are accurately completed.

Turnaround Time for Results

Standard microbiological testing results are available in 24-72 hours (depending on the analyses requested) from receipt for samples received before 4:00 p.m. or same-day testing for samples received after 4:00 p.m.

Reporting Results (COA)

Report Delivery Method

- Electronic email reports in PDF format or Excel format (standard)**

Sample Retention and Disposal

The lab will retain all samples for 7 days after testing. After the retention period, samples will be disposed of unless the client requests their return or extended storage at an additional cost. Any samples suspected to be biohazards will be properly disposed of and will not be kept for the 7-day retention period.

Client Responsibilities

Ensure timely and appropriate sample transport to the lab according to the guidelines outlined. Complete all documentation accurately to prevent delays or issues with testing. Communicate clearly with the lab about any special requirements or conditions for testing.

Complaints and Feedback

Complaints and feedback can be sent to the laboratory via phone, or in writing (lab@hpcfoods.com). Complaints are handled according to the lab’s customer complaint handling program and documented on a complaint form. After closing out the complaint, a resolution will be provided. A feedback form will be sent annually to obtain customer input for continuous improvement purposes.

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Revisions

Item #	Revision	Date	Author
Reporting of results	Options such as simplified or standard COA and electronic or hard copies were added.	02/16/2025	MS
	A signatory section was added to acknowledge that both parties agreed on the terms in the document.	02/16/2025	MS
Foot note ¹	What information will be excluded if the "simplified" version of the test report is selected?	02/28/2025	MS
Lab Contact Information	Revised	05/13/2025	MS
Table 1.0	Temperature limits at sample submission added.	01/20/2026	MS
Table 1.0	Revised portable water expected condition and temperature	03/31/2026	MS
Reporting of results	Reporting options and the signatory section were removed.	03/31/2026	MS

1. The simplified test report will not include the following items: (1) the name and contact information of the customer (2) unique identification linking all components as part of a complete report with a clear endpoint

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