

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 report 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** (system fluid).
(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, 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.)*
2. Choose “**Water Test Postage**” under Residential Postal Tests.
3. Click “**Open Postage Portal**” to arrange postage. *(there is **no** additional charge for UPS shipping.)*
4. From the UPS shipping portal, you can arrange to drop off the sample at a UPS location **OR** arrange a UPS pickup at a location of your choosing.**
5. If using a mobile device, please rotate to the **landscape position** to effectively view the necessary shipping fields shown here:



1. Please complete the Ship From fields; diamond symbols show mandatory fields
2. For Collection, leave the 3 UPS On-Call Pickup® Atpt option selected for Label Delivery Method and ensure Create Invoice is ticked. If you prefer to use a UPS drop-off point, select View and Print and ensure Create Invoice is ticked. Then, print documentation, insert into pouch and take to a UPS drop-off point.
3. If sending more than one Fernox Diagnostic Water Test at the same time, change the Weight
4. On the Commercial Invoice page, click Add, then Search and select Water Samples. Ensure Country Origin is GB/ United Kingdom.
5. Save and Finish
6. For Collection, a UPS driver will attempt to collect the shipment the next business day

Intelligent Reverse Logistics
Select your preferred Language.

Ship From	Ship To	Shipment
Company Name ♦ <input type="text"/> Attention ♦ <input type="text"/> Address Line 1 ♦ <input type="text"/> Address Line 2 <input type="text"/> City ♦ <input type="text"/> State (2 characters) ♦ <input type="text"/> Postal Code ♦ <input type="text"/> Country or Territory United States ▼ Phone Number ♦ <input type="text"/>		Label Delivery Method View and Print ▼ <input checked="" type="checkbox"/> Create Invoice
<i>Package(s)</i>		
Package 1		
Weight ♦ 1 x DWT ▼ Reference 1 <input type="text"/> Reference 2 <input type="text"/>		

6. Complete the **Ship From fields** *(the fields marked with diamond symbols are mandatory)*

7. Choose between the two options of **Label Delivery Method**:
 - *3 UPS On-Call Pickup Atpt*, where Ups will collect your test kit from the **Ship From address** the next working day (and then for the next two days if unsuccessful)
 - **View and Print**, where you can print the documentation and give to a local UPS drop-off point
8. For either **Label Delivery Method**, ensure **Create Invoice** is ticked
9. If sending multiple DWTs at once, you can change the weight up to 4 x DWTs
10. Enter a reference for your own use, if desired, and then click Process Shipment
11. On the **Commercial Invoice Page**, click **Add**
12. Click **Search** and click on the only search result, with a description of **Water Samples**
13. Press **Select** which will populate the **Commercial Invoice Page**
14. If shipping multiple samples, change Units to up to 4 (matching the weight on the *Shipping Information Page*), and then change the price accordingly i.e. 1 unit = 2.75, 2 units = 5.5 etc...
15. Leave all other details the same, e.g. Country of Origin **must** remain the United Kingdom
16. Click **Save**
17. Follow the instructions until the shipment has been confirmed.
18. 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.

*** The UPS driver will provide the commercial invoice documentation if collection is selected.*

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.