

WATER QUALITY TESTING FAQs:



Here are answers to some frequently asked questions (FAQs), we hope this will help; please do not hesitate to get in touch if you have any other questions not covered below or if you want more in depth assistance. Our Aim is to offer laboratory testing with added customer services.

Why should I test my water?

Water can dissolve many things that it comes into contact with, be it rock formations underground containing minerals or pipes in your home to your tap. It can contain contaminants that are not seen, smelled or tasted, so professional testing is a way to be confident your water is safe to drink.

How do I get my water tested?

We will send you out a sampling kit with everything needed for testing. You simply fill the bottles according to the sampling instructions you received in your kit. Please completely fill out the sample registration form, and most importantly, record the date and time you collected your sample and send it back to us.

What tests are needed?

The analysis should be based upon your water source and what contaminants may potentially be in the water, as well as potential regulations for end use. BAHS are able to refine the list of parameters necessary for testing to reflect the water use, etc.

How much does it cost?

The cost is based on the parameters tested. There is a minimum charge of £50 for non-UKAS and £100 for UKAS testing.

Do I need UKAS testing?

UKAS testing is necessary to demonstrate regulatory compliance. Depending on final use of the water supply, you may be required to have a UKAS accredited test. If the water quality results are purely for informational purposes only or private use, UKAS is not required.

How is payment made?

You can pay via online bank transfer or by bank card over the phone.

How much water needs to be shipped?

This will depend on the type of analysis. We provide all the sample bottles needed when you order a kit. Please make sure to fill all bottles in your kit according to the sampling instructions provided.

WATER QUALITY TESTING FAQs:



When will I receive my results?

This will also depend on the type of analysis you choose, as some tests can be performed more quickly than others. Non-UKAS testing of chemical and physical parameters can be made available the same day as sample receipt. UKAS testing of microbiology can take up to 21 days for some results.

Will I be able to understand the test results and what they mean?

Test results are provided in a report comparing them to established standards. We also have highly knowledgeable staff available on 01763 26 27 26 for further assistance.

Why do samples need to be shipped back overnight?

Certain analyses are required to be done within a specified time period. For example, bacteria testing must be done within 24 hours of sampling, so samples should be shipped overnight to ensure valid and accurate results, or can be dropped off at our laboratory outside Cambridge.

Is return overnight shipping included?

Return overnight shipping can be included for an extra fee. We would provide a pre-paid label in the kit, which can then be dropped off at any Royal Mail location before last collection Monday to Thursday. Samples should not be posted on a Friday as there the lab reception is not routinely open over the weekend, special arrangements can be made but may incur additional cost. Simply make your need for return shipping arrangements known before the sample kit is sent to you.

Do you test for chlorine?

Chlorine has a very short stability period (minutes from the time it is collected), so this is a test best done on-site.

If I find a problem with my water, how will I fix it?

There are many water treatment technologies to fix all kinds of water problems. We can offer guidance and can recommend reputable water treatment companies.

How often should I test my water?

The frequency of testing [and servicing of your water supply] depends on the complexity of the system, the components involved, the quality of the water and the risk posed to the supply/end user from contamination, etc. Best practice would be to test the system and have the water quality analysed annually. BAHS can evaluate your water use, purpose, etc and recommend a sampling frequency based on regulations and/or risk.