

ISDH Laboratories Water Test Kit Ordering - Frequently Asked Questions

Q: How do I obtain a water test kit?

A: The water test kit(s) can be shipped to you for a charge of \$7.00 per shipment or picked up at:

ISDH Laboratories
550 W. 16th Street
Indianapolis, IN 46202

- Hours of operation are Monday through Friday from 8:15 a.m. to 4:30 p.m., except Indiana state holidays.
- Do not ship samples when the expected delivery date is a state holiday or weekend. The Indiana state holiday schedule can be found at <http://www.in.gov/spd/2555.htm>.
- To pick up test kits/drop off samples, do not park in the visitor lot. Drive to the electronic security arm, and press the silver button.

Q: What is the cost for a drinking water test kit?

A: The cost is \$10.00 each for Bacteriology, Fluoride or Total Nitrate kits. Metals kits are \$20.00 each. Radionuclide kits are \$100.00 each. Arsenic Speciation kits are \$80.00 each. Pool kits are \$15.00 each. A \$6.50 shipping and handling fee is charged per order shipped. There is no shipping charge for kits picked up at the ISDH Laboratories. Credit card orders are charged an additional credit card processing fee.

Q: Can I pay for only a Lead test kit?

A: No. One Metals test kit includes all three tests (Lead, Arsenic and Copper) for \$20.00.

Q: Can I use the Metals test kit for EPA's Lead and Copper Rule compliance monitoring?

A: No. This test is meant for individuals, not public water supplies. Public Water System Compliance monitoring requires a larger sample bottle and costs more per test.

Q: Do I get a receipt for my water test kit purchase?

A: Yes. A receipt will be emailed to you. All paid order submission forms are stamped "PAID" in red on the upper left of the submission form. Only original forms with barcode labels are accepted. **NO COPIES.**

Q: How soon after ordering will I get my order?

A: Expect delivery within three business days after the online order is placed. **Please note:** The ISDH Laboratories ships kits by UPS only. **UPS does not deliver to P.O. boxes, only to street and road addresses.**

Q: I sent in a water bacteria sample and was told it was too long in transit. Do I need to pay for another test kit?

A: Yes. Shipping instructions are on the bacteria submission forms included with the kit(s). Bacteria samples must be analyzed with 30 hours of collection. **DO NOT send samples when the expected delivery date is a STATE HOLIDAY or a WEEKEND.** The Indiana state holiday schedule can be found at <http://www.in.gov/spd/2555.htm>.

Q: When will I receive my water test results? Is this kit OK for real estate transfers?

A: Drinking water bacteriology sample results are reported within two business days after receipt. Fluoride results are reported within 30 days. Total Nitrate test results are reported within 21 days. Metals test results are reported within 21 days. **For real estate transfers, please note reporting times. We cannot report results quicker.**

Q: I received the water sample kit but have questions about the testing. Whom do I contact?

A: Call 317-921-5874, and you will be directed to the lab area that can answer your questions.

Thank you for allowing us to serve you.