

## The start of a long, happy partnership

Thank you for buying the CoolMeds Companion isothermal case. It should provide you with years of reliable service if used correctly. Please take a few minutes to read the important information in this product leaflet and contact us if you have any queries.



The CoolMeds Companion has been specially designed using high quality materials to safely transport pre-filled 2 - 8°C medication pens, bottles or vials for 18 to 24 hours.

The superior insulation ensures the longest possible life span for the frozen cold packs providing the case is not opened unnecessarily. The thermal sleeve and cool cage protect the medication from freezing and help distribute the cold evenly.

For peace of mind, the CoolMeds Companion has been fitted with a digital thermometer so that you can monitor the internal temperature of the case without opening it. Please remember the thermometer is simply a tool to provide information and it remains the user's responsibility to ensure the medication is always kept between 2 and 8°C.

Although every care has been taken to ensure your CoolMeds Companion delivers consistently cold results, there are variables that can affect the functionality of the isothermal case over which the manufacturer has no control. It's important to bear these in mind and to check the thermometer readings.

In particular, these variables include:

- ambient temperature and humidity
- exposure to direct sunlight
- the number of times the case is opened
- length of time the medication is left in the case
- the length of time the case is left open
- incorrectly positioned medication in the case
- the temperature of the cold packs when first put into the case
- incorrectly positioned thermometer probe
- the temperature of the medication when first put into the case
- failure of digital thermometer or batteries

## Inside the CoolMeds Companion



### Freezing the cold packs correctly

Ideally, pre-cool the cold packs in the FRIDGE for 4 to 6 hours before placing them in the freezer. Freeze the 2 pre-cooled cold packs for at least 14 hours before needing to use them. Ensure the cold packs are placed on a flat, even surface in the freezer and do not place anything on top of them.

**NB:** If warm cold packs are placed in the freezer before they are pre-cooled, they may each form a pointy bump which could make it harder to insert everything into the case. Pre-cooling helps create a less-pointy bump.

**NB:** Because plastic becomes brittle when frozen, it's important to protect the frozen packs from being dropped as they might crack. You might not realise they are cracked until they start to thaw and gel leaks inside the case.

**NB:** Cold packs should be replaced every 24 months and may be purchased online at [www.medigenix.co.uk](http://www.medigenix.co.uk).

### What's the big deal about the 'thermal sleeve'?

The thermal sleeve acts as a protective regulator by absorbing the initial excess cold from the freshly frozen cold packs and diffusing the cold inside the case without freezing your medication. This is important since keeping your medication from going below 2°C is as important as protecting it from going above 8°C.

## Test run the CoolMeds Companion

It is highly recommended that you try the case out before needing to use it for the first time. The temperature of your freezer and the ambient conditions of your home will affect how long it will take to condition the frozen cold packs before it is safe to place your medication in the case. Most domestic freezers operate at  $-18^{\circ}\text{C}$  so if frozen cold packs are put straight into the case, the temperature will drop to well below  $-10^{\circ}\text{C}$  and you'll be waiting hours before it's safe to place your medication in the case – not ideal when you have a plane to catch. Therefore, cold packs must first be conditioned before going into the case.

### Step 1 – Condition the cold packs

**Conditioning the cold packs is the most important step.** If you don't do this step properly, the temperature will dip to its lowest point  $3\frac{1}{2}$  hours into the journey, and that temperature could be too cold. It is better to condition the cold packs 10 minutes longer to avoid overcooling.

Condition the cold packs by leaving the 2 frozen cold packs standing upright on the kitchen worktop. A frosty coating will form. Wait until the frosty coating and any remaining ice melts and only water droplets remain on the cold packs. The cold packs will now be fully conditioned and ready to go into the case. This entire process usually takes  $\pm 40$  minutes at an ambient temperature of between  $17$  and  $21^{\circ}\text{C}$ . It may take slightly more/less time, depending on a cooler/warmer ambient temperature.

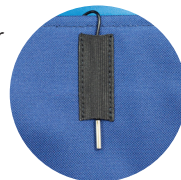
### Step 2 – Prepare the case

Place the thermal sleeve in the cool cage so that the silver layer lies against the cool cage and the blue layer with the thermometer probe is on the INSIDE. Push the sleeve against the insides of the cage so that it fits smoothly and snugly.

Ensure the thermometer wire is aligned near the groove in the cool cage.



Ensure the thermometer probe peeks out otherwise readings might be inaccurate.



Insert the conditioned cold pack A against the lid side of the case (see 'Inside the CoolMeds Companion' photo). Next, insert the cool cage containing only the thermal sleeve and thermometer probe. Then insert the conditioned cold pack B.

Check that the thermometer is correctly positioned so that the temperature can be viewed from outside the case. Close the thermometer pocket lid firmly so that it's properly sealed.

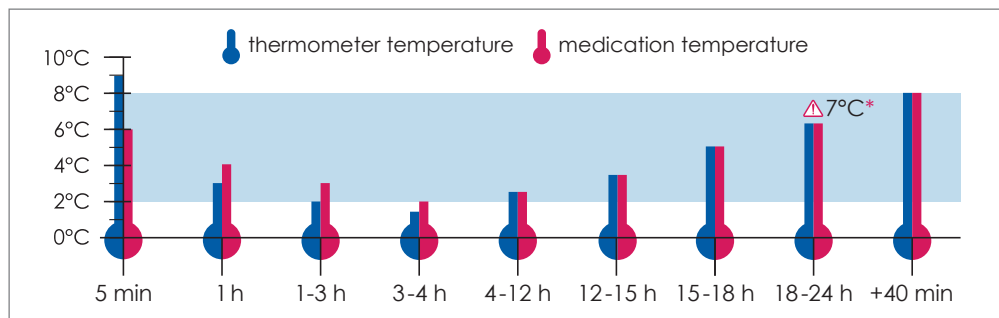
Zip the case closed and wait about 10 to 15 minutes for the case to cool to below  $8^{\circ}\text{C}$ .

### Step 3 – Insert the medication

Open the case and promptly place the medication in the cool cage. If you are reluctant to place medication in the case when first testing the case, use old medication pens, bottles or vials instead - anything to replicate the effect of having medication in the case.

Zip the case closed. The thermometer should ultimately settle between 1.2°C and 2°C. This is a safe temperature for the medication to be in the case as the medication is 4°C to 6°C when it comes out the fridge, and it will slowly cool towards 2°C when placed in the case. This, together with the thermal sleeve, will protect the medication from overcooling, especially in the beginning when the thermometer reads slightly colder than the medication. The thermometer and the medication temperatures will align after 4 hours as per the graph below.

If the thermometer shows below 1.2°C, then simply open the lid to release the excess cold for a few minutes before closing it again. The thermal sleeve will protect your medication from freezing as long as the thermometer stays above 1.2°C.



#### \*Remember $\Delta 7^{\circ}\text{C}$

Towards the end of the period of protection, the defrosting process of the cold packs will accelerate. You will need to urgently find an alternative cold source when the thermometer shows 7°C as you will have  $\pm 40$  minutes left below 8°C.

### Changing the batteries

The thermometer uses two AG13 or LR44 batteries that are widely available in shops. When the batteries need replacing, carefully remove the thermometer from the thermometer pocket. It is not necessary to remove it from the thermal sleeve. Do not pull on the wire, and be careful with the probe as it is sensitive. Push and slide the thermometer battery compartment lid off in the direction of the arrow. Place the two new batteries facedown in the thermometer so that the + signs are visible. Close the lid and reverse the process of refitting the thermometer, ensuring the probe peeks out as described previously in 'Step 2 - Prepare the case'.

If you have removed the thermometer probe from the thermal sleeve and are trying to refit it, then gently bend the thermal sleeve to relax the elastic loop so that it is easier to slide the thermometer probe through.

## Aftercare and storage

Once you have finished using the CoolMeds Companion, remove the cold packs and allow them to defrost completely before wiping them dry. Wipe the inside of the case with a paper towel to remove any residual moisture otherwise there is the risk of mould growing inside the case. Remove the thermometer batteries to preserve them for future use. Store the case, cold packs, thermal sleeve, cool cage, thermometer and batteries in the box it arrived in.

## Travelling with 2-8°C medication



Travel with a letter from your doctor explaining that you need to transport 2 - 8°C medication; the medication leaflet and packaging, and this product info leaflet.

**NB:** Avoid opening the case as the cold air will escape and reduce the longevity of the frozen cold packs.



Because the cold packs are frozen, they are not considered a liquid and are therefore not a potential security issue. If the cold packs will be stored in your hand luggage for the return journey, remember to freeze them beforehand or they might be confiscated at airport security.



It can be helpful if the airline is happy to place the case in the fridge, with the medication safely inside, as it effectively lowers the ambient temperature; however, the case generally lasts the journey without this being necessary.

**NB:** Remember that because the case is insulated, it will prevent cold air from getting INTO the case so if the thermometer goes over 7°C, ask the airline to place the medication in the fridge WITHOUT the case. You will not be able to lower the thermometer reading by placing the case in the fridge. It will simply slow down the defrosting time slightly.

**NB:** Do not store your case in the hold; it must be part of your hand luggage. It can only go into the hold when it is empty of medication, for example, on the return flight.



Keep the case out of direct sunlight and away from heat sources.

## And finally...

If you adhere to the advice contained in this product info leaflet there's an excellent chance your medication will arrive at your destination in a safely chilled state. Please bear in mind the case, cold packs, thermal sleeve, cool cage and thermometer are simply tools to help you, but ultimately you are responsible for the safety of your medication.

*Wishing you a safe and enjoyable journey.*



follow CoolMeds



**DISCLAIMER:** The responsibility for maintaining the medication at the required temperature is solely that of the user. In NO event shall Syringa UK Ltd or any of our representatives or retail customers be liable for any direct, indirect, punitive, incidental or special consequential damages to property, medication or life, whatsoever arising out of, or connected to, the use or misuse of the CoolMeds Companion isothermal case, cold packs, thermal sleeve, cool cage or thermometer. If you have changed your mind, please contact Customer Care to return the case before using it: [customercare@syringa-uk.co.uk](mailto:customercare@syringa-uk.co.uk).

1 YEAR WARRANTY

## CONTACT US

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For product help and advice, please contact:

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