

The start of a long, happy partnership...

Thank you for buying the CoolMeds 2-8 isothermic bag. 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 info leaflet and get in touch if you have any queries – we're here to help.

The CoolMeds 2-8 bag has been specially designed using high quality materials to safely transport temperature sensitive medicine between 2 and 8°C for up to 18 hours.

The superior insulation and tight fit ensure the longest possible life span for the frozen cold packs providing the bag is not opened unnecessarily. The buffer pads protect the medicine from freezing.

Because traveling with 2-8°C medicine is stressful, the bag has been fitted with a digital thermometer to help you monitor the internal temperature of the bag without opening it.

Please remember the thermometer is simply a tool to provide information and it remains the user's responsibility to ensure the medicine is kept between 2 and 8°C at all times.

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

In particular, these are:

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

DISCLAIMER: The user of the bag solely accepts the responsibility of maintaining his/her medicine at the required temperature. 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, medicine or life, whatsoever arising out of or connected to the use or misuse of the CoolMeds 2-8 bag or fridge card. If you have changed your mind, please contact Customer Care to return the bag before using it.

Freezing the cold packs correctly (this is important so please don't glaze over)

- Freeze the 2 cold packs for at least 12 hours before using them.
- Ensure they are placed on a flat, even surface in the freezer and don't place anything on top of them.

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

What's the big deal about the 'buffer pads'?

The thin buffer pads must NOT be frozen. They act as a protective regulator by absorbing the initial excess cold from the freshly frozen cold packs and releasing the cold into the bag without freezing your medicine. This is important since keeping your medicine from going below 2°C is as important as protecting it from going above 8°C.

Getting to know your bag

It's highly advised you try the bag out before needing to use it for the first time.



- Medicine coming out of a 4°C domestic fridge is safe to go in the bag when the thermometer shows 0°C.
- However, most domestic freezers operate at -18°C so if frozen packs are put straight in the bag, the temperature will drop well below 0°C and you'll be waiting hours before it's safe to place your medicine in the bag – not ideal when you have a plane to catch.
- In order to speed up the process, leave the 2 frozen packs on the kitchen worktop for between 15 and 30 minutes (depending on ambient temperature) until a frosty condensation forms.
- Next, position the buffer pads, each on top of a frozen cold pack, and slide them into the pockets so the buffer pads end up between the cold packs and the medicine. Zip the bag closed and wait a few minutes for the temperature to stabilise.

Remember

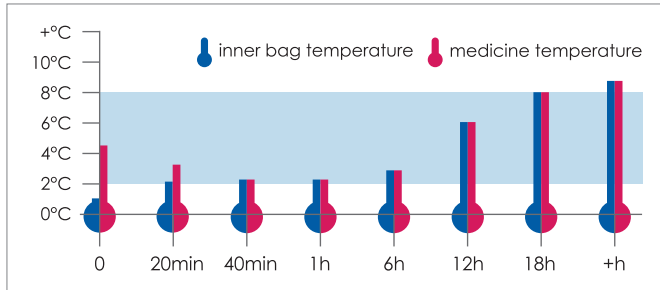
If the thermometer shows below 0°C, remove the frozen packs for a few more minutes. This will take a little experimentation since the ambient temperature, which differs from home-to-home, will determine how quickly the frozen packs reach the required temperature. It's very important the medicine does NOT go into the bag until the thermometer shows 0°C.

When the temperature is 0°C, it's safe to secure your medicine in the bag. This is because the medicine is typically 4°C when it comes out of the fridge. The cold pack temperature will slowly climb towards 2°C and the medicine temperature will start to drop towards 2°C.

The two temperatures will meet and stabilise at 2°C and from then onwards the thermometer reading will reflect the temperature of both the medicine and the bag.

Caution

If your fridge is colder than 4°C, wait until the thermometer shows 1°C before placing the medicine in the bag.



Traveling with 2-8°C medicine



Avoid opening the bag as the cold air will escape and reduce the longevity of the frozen cold packs.



Travel with a letter from your doctor that explains the need to transport temperature sensitive medicine and ideally, also mentions the name of the CoolMeds bag. Take the receipt and/or this product info leaflet to reassure airport security as the bag can create interest from security when going through the X-ray security process.



Because the gel packs are frozen, they're not a liquid and are therefore not considered a potential security issue.



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

NB: Remember that because the bag is insulated, it will prevent cold air from getting INTO the bag so if the thermometer goes near 8°C, ask the airline to place the medicine in the fridge WITHOUT the bag. You will not be able to lower the thermometer reading by placing the bag in the fridge. It will simply slow down the defrosting time slightly.

NB: When flying, do not store your bag in the hold; it must be part of your hand luggage.



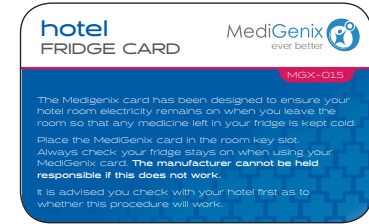
Keep the bag out of direct sunlight and away from heat sources.

Why the tight fit?

The space inside the bag is a deliberately tight fit once it's filled with medicine, cold packs and buffer pads. The reason for this is to have as little air inside the bag as possible so as to keep the bag cold for as long as possible. Simply pinch the edges of the bag together as you close the zip, much like your over-stuffed holiday suitcase.

The hotel fridge card

This handy little card can be left in your hotel room key slot to keep the fridge electricity running when you're out the room and your medicine is left in the fridge. Always check with the hotel first if this will work and remember to confirm the fridge is running before you leave your room as you alone are responsible for this.

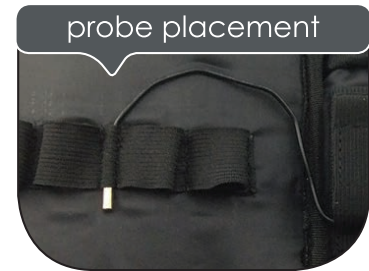


Changing the batteries

The thermometer uses 2 x AG13 batteries that are widely available in stores.

When the batteries need replacing, carefully push the thermometer probe up through the elastic loops to free it.

Pull the thermometer compartment elastic velcro strap open and slide the thermometer out – do not pull on the cable 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 2 new batteries facedown in the thermometer so that the + signs are visible. Close the lid and reverse the process of refitting the thermometer probe. Ensure the probe peeks out a bit like in the photo otherwise the readings will be inaccurate.

New thermometers can be bought from us - please see contact details below.

And finally...

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

Wishing you a safe and enjoyable journey.

CONTACT US

You're welcome to contact us with questions or concerns and we'll do our best to help you:

customer@syninga-uk.co.uk

+44 (0)1403 289 370

www.medigenix.co.uk

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