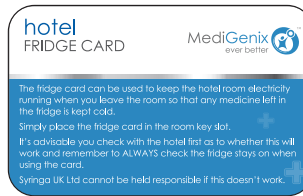


## The hotel fridge card

The handy fridge card can be left in your hotel room key slot to keep the fridge electricity running when you are out of the room and your medication 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.



COOLMEDS™  
CLASSIC

ISOTHERMAL CASE  
TRANSPORTING 2-8°C MEDICATION

MGX-009

## Aftercare and storage

Once you have finished using the CoolMeds case, remove the cold packs and allow them to defrost completely before wiping them dry. Wipe the inside of the 2 pockets with a paper towel to remove any residual moisture otherwise there is the risk of mould growing inside the pockets. Remove the thermometer batteries to preserve them for future use. Store the cold packs, buffer boards, thermometer, batteries and case 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.



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. Remember to freeze the cold packs for the return journey or they might be confiscated.



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.



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, buffer boards 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.*

## The start of a long, happy partnership

Thank you for buying the CoolMeds Classic 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 Classic case has been specially designed using high quality materials to safely transport pre-filled 2-8°C medication pens for up to 18 hours. The superior insulation and tight fit ensure the longest possible life span for the frozen cold packs providing the case is not opened unnecessarily. The buffer boards protect the medication from freezing and help distribute the cold evenly.

For peace of mind, the CoolMeds Classic case 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 Classic case 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:

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

CONTACT US

For product help and advice, please contact:

customer@syringa-uk.co.uk

+44 (0)1403 289 370

www.medigix.co.uk

COOLMEDS™

**DISCLAIMER:** The user of the case solely accepts the responsibility of maintaining the medication 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, medication or life, whatsoever arising out of, or connected to, the use or misuse of the CoolMeds Classic isothermal case, cold packs, buffer boards, thermometer or fridge card. If you have changed your mind, please contact Customer Care to return the case before using it.

## Freezing the cold packs correctly (this is important so please do not glaze over)

- Ideally, pre-cool the cold packs in the FRIDGE for 4 to 6 hours before placing them into 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 will make it harder to close the case once the medication is included. 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 'buffer boards'?

The thin buffer boards act as a protective regulator by absorbing the initial excess cold from the freshly frozen cold packs and distributing the cold into 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 your CoolMeds Classic case

It is highly recommended that you try the case out before needing to use it for the first time because freezer temperatures and ambient conditions vary from home-to-home.

Most domestic freezers operate at -18°C so if frozen packs are put straight into the case, the temperature will drop to well below -10°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

Condition the cold packs by leaving the 2 frozen cold packs on the kitchen worktop. A frosty coating will form. Wait until the frosty coating completely melts and only water droplets remain on the cold packs. At this point, the cold packs are conditioned and ready to go into the case. This usually takes ±40 minutes at an ambient temperature of between 17 and 21°C. It may take slightly more/less time, depending on a cooler/warmer ambient temperature.

cold pack & buffer board



integrated thermometer



Place the buffer boards, each on top of a frozen cold pack, and slide them into the pockets so that the buffer boards end up between the cold packs and the medication.

## Step 2 – Insert medication pens

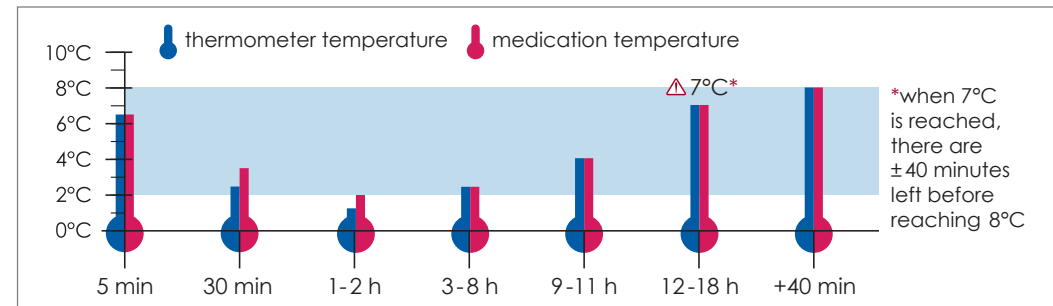
Insert the medication pens starting with the central elastic loops on either side of the thermometer probe. If you are reluctant to place your medication in the case when first testing the case, use old medication pens or permanent markers - anything to replicate the effect of having your medication in the case. This is an important step otherwise the 2 cold packs will press against the sensitive thermometer probe and provide an exaggerated cold reading.

Zip the case closed by pinching the edges of the case together as you close the zip, much like an over-stuffed holiday suitcase. The thermometer should settle between 1.2°C and 2°C. This is a safe temperature to pack the medication in the case as the medication is 4°C to 6°C when it comes out the fridge. It will cool towards 2°C when placed in the case. The thermometer and the medication temperatures will align after 3 hours as per the graph below.

If the thermometer shows below 1.2°C, remove the cold packs for another 10 minutes before repeating the process.

## Remember

Towards the end of the period of protection, the defrosting process of the cold packs will accelerate at about 1°C per hour. You will need to urgently find an alternative cold source when the thermometer shows 7°C as you will have ±40 minutes left below 8°C.



## Why the tight fit?

The space inside the case is a deliberately tight fit once it's filled with the medication, cold packs and buffer boards. The reason for this is to have minimal air inside the case so the case can be kept cold for as long as possible.

## Changing the batteries

The thermometer uses two AG13 or LR44 batteries that are widely available in shops. When the batteries need replacing, carefully push the thermometer probe up through the elastic loop 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 two 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 as in the photo, otherwise the readings might be inaccurate.



probe placement