



# Cold Shipping Package Provided by FedEx FAQs

## **What is the cold shipping package provided by FedEx?**

Part of the FedEx Temp-Assure® portfolio that supports temperature-controlled shipments, the solution is a patented, controlled-temperature packaging system for shipping sensitive products. The packaging technology (developed by NanoCool) uses a special cooling device to evaporate water over time, maintaining a constant 2–8°C environment inside the package for up to 96 hours.



## **How do I activate the NanoCool cooling device?**

One of the features of the NanoCool controlled-temperature packaging system is an on-demand capability. By simply pushing the actuator button, the system starts to cool — no need for ice packs, freezers or pre-freezing. Packouts have never been easier!

## **How long does it take the evaporator to cool down to a refrigerated temperature?**

The evaporator area of the NanoCool shipping system will typically cool from ambient to 4°C in less than five minutes.

## **How can I tell if the device is cooling?**

Around 20 seconds after activating the device, as the unit starts to cool, a thermal-chromic ink label on the NanoCool evaporator surface begins turning blue to indicate the device is working.

## **Is the cold shipping packaging reusable?**

No. The packaging is intended to be for one-time-use only.

## **Is there a minimum order?**

No. The order quantity can range from one package to multiple pallets.

## **How do I place an order?**

You can submit an order online at [fedex.com/coldshipping](https://fedex.com/coldshipping).

## **How do I pay for the cold shipping package?**

All major credit cards are accepted. Additionally, package purchases of \$2,500 or more can be invoiced with 30-day payment terms upon credit approval. To establish a line of credit, call the cold shipping hotline at 1.888.817.9993 for more details.

## **Can I bill the packaging to my FedEx account number?**

No. However, FedEx account number billing may be made available in the future.

## What cold shipping package sizes are available?

	<b>Duration</b> (in hours)	<b>Payload</b> (in inches)	<b>Payload</b> (in millimeters)	<b>Weight</b> (in pounds)
Small Standard Duration	48	8.5 x 4.7 x 1.6	216 x 119 x 41	3.8
Medium Standard Duration	48	8.5 x 4.7 x 3.0	216 x 119 x 76	7.5
Large Standard Duration	48	9.5 x 8.7 x 4.5	241 x 221 x 114	12.1
Medium Extended Duration	96	8.5 x 4.7 x 2.7	216 x 119 x 69	9.4
Large Extended Duration	96	9.5 x 8.7 x 4.8	241 x 221 x 122	16.8

### Can I order additional cooling engines without purchasing more cold shipping packages?

Yes. One cooling engine is included with each cold shipping package purchase. However, you can also order additional one-time-use replacement cooling engines online at [fedex.com/coldshipping](https://fedex.com/coldshipping).

### Where can I purchase the packaging?

You can order cold shipping packaging online at [fedex.com/coldshipping](https://fedex.com/coldshipping).

### Are there any performance validation datasheets available?

Yes. Please call the cold shipping hotline to request validation reports on all package types.

### What other types of testing have been conducted on the packaging?

FedEx performed drop and vibration testing, which the packaging passed.

### What is the shelf life of the packaging?

The packaging has an unlimited shelf life. However, the cooling engine has a two-year shelf life from the date of manufacture on the cooling system.

### How should I dispose of the packaging?

All components of the NanoCool cold shipping system are made from materials that have no disposal rating. Recycle or dispose of the packaging in accordance with applicable federal, state/provincial and local regulations.

### Can I ship my cold shipping package with FedEx Priority Alert®?

Yes. The contract-only FedEx Priority Alert service is available in more than 70 countries around the globe. For more details, go to [fedex.com/healthcare](https://fedex.com/healthcare).

### Does the packaging include a temperature-monitoring device?

No. However, you may consider using SenseAware®, a FedEx innovation, to fulfill this need. For more details, go to [senseaware.com](https://senseaware.com). Or you can use an approved monitoring device of your choice.

### Does the price of the packaging contain any transportation with FedEx?

No. Transportation is a separate charge. The charge for the cold shipping package will appear on your credit card statement.

### Who do I contact if I have questions regarding cold shipping packaging?

Please call our cold shipping hotline at 1.888.817.9993.