

What you should expect when receiving refrigerated pharmaceuticals



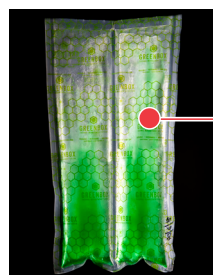
Condition of phase change material upon delivery

The **green panels** started their journey in a solid (frozen) state when removed from the Cardinal Health freezer. Initially they will appear blue/green and within minutes the color will become greener. These panels protect the product from high temperatures and keep the product temperature below 8°C.

When you receive your tote, the green panels may be icy, some slushy particles may remain, or the panel may be very cold or cool liquid (below 46°F). Although the green panels will begin to change from a solid to a liquid after being removed from a frozen environment, they will continue to maintain some pieces of solid or slushy material when the panels are squeezed.



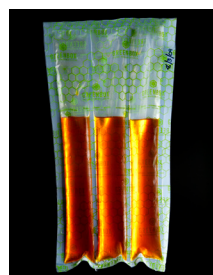
It is important that the green panels do not come into direct contact with the product.



Icy or slushy particles may remain or the panel may be very cold or contain cool liquid (below 46°F).

The **orange panels** started their journey in a cool (liquid) state when removed from the Cardinal Health refrigerator. The orange panels protect the product from freezing temperatures and keep the product above 2°C.

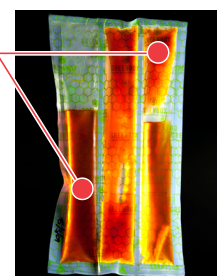
As the Orange Panels react to temperatures 4°C and below, they start solidifying (becoming solid — or appearing frozen). The solidification (or freezing) temperature of the Orange Panels is 4°C (39.2°F). Therefore, as the Orange Panels respond to external freezing temperatures as well as protecting the product from the Green Panels, they will be in a transition (phase change) between a cool liquid and a solidified state. When you receive your tote, the Orange Panels may be completely solid (frozen), icy, or may have some slushy particles present, or may be very cold or contain cool liquid (below 46°F).



The orange panels should always be next to the product.



May be completely solid (frozen), icy, with slushy particles, or the panel may be very cold or contain cool (below 46°F)



Conditioning of phase change material before use

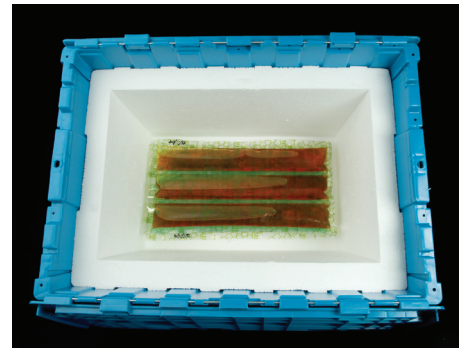
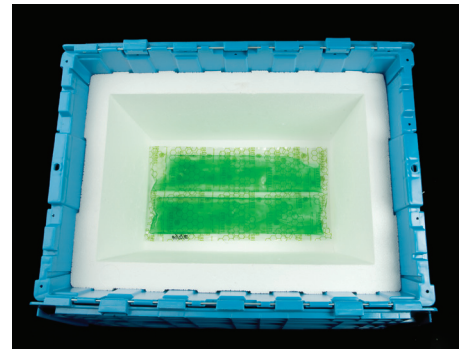
The **green panels** must be conditioned overnight in a **freezer** or until frozen solid, which may take more or less time depending on the performance, temperature settings and payload of the freezer. When the panel is removed from the freezer, it should be placed immediately in a Cardinal Health insulated tote in preparation for the return.

The **orange panels** must be conditioned overnight in a **refrigerator** with a temperature between 2°C - 8°C (36°F - 46°F). When the panel is removed from the refrigerator, it should be placed immediately in a Cardinal Health insulated tote in preparation for the return.

Qualification

The insulated totes with the phase change panels have been tested using redundant scientific environmental testing for both winter and summer shipping conditions. This system has been performance qualified to arrive at your location maintaining the product temperature between 2°C - 8°C (36°F - 46°F).

In the unlikely event that one of the phase change panels leaks, the phase change fluid is non-toxic and is a USDA registered food product. The liquid is a proprietary blend of vegetable oils and if the orange panel leaked onto the foam lining it will begin to dissolve the tote liner. Any spilled liquid can be cleaned up with liquid hand soap and disposed as food waste. **Please note that this is not hazardous or toxic and in no way will harm you or your product.** In the event that the liquid damages labels or packaging, please contact Customer Service to return the product. Additionally, your panels may have a custom fit, clear, outer zipper-locked bag to contain any leaks in the unlikely event that this should occur.



Please review the attached documents and contact your Sales Consultant with any questions.

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