Cold Shipping Package Provided by FedEx FAQs

**What is the cold shipping package provided by FedEx?**
The cold shipping package provided by FedEx 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. Pack-outs 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.

**Is a contract required?**
No. You only have to submit an order by calling the cold shipping hotline at 1.888.817.9993 (U.S. shipping) or 1.813.612.6010 (non-U.S. shipping) or online at fedexcoldshipping.fedex.com.

**How do I pay for the cold shipping package?**
All major credit cards are accepted.

**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?

<table>
<thead>
<tr>
<th></th>
<th>Duration (in hours)</th>
<th>Payload length (in inches)</th>
<th>Payload width (in inches)</th>
<th>Payload depth (in inches)</th>
<th>Weight (in pounds)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extra Small Standard Duration</td>
<td>48</td>
<td>8.5</td>
<td>4.7</td>
<td>2.0</td>
<td>3.7</td>
</tr>
<tr>
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<td>8.5</td>
<td>4.7</td>
<td>3.0</td>
<td>7.6</td>
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<tr>
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<td>9.5</td>
<td>8.7</td>
<td>5.2</td>
<td>11.5</td>
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<tr>
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<td>8.5</td>
<td>4.7</td>
<td>2.7</td>
<td>9.4</td>
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<tr>
<td>Medium Extended Duration</td>
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<td>9.5</td>
<td>8.7</td>
<td>4.8</td>
<td>17.2</td>
</tr>
</tbody>
</table>

Can I order lids to go along with my cold shipping packages?
Please call the cold shipping hotline at 1.888.817.9993 (U.S. shipping) or 1.813.612.6010 (non-U.S. shipping) to inquire about availability.

What countries can I ship the packages to?
You may ship your cold shipping package throughout the U.S. and to Australia, Brazil, Canada, Chile, Costa Rica, France, Germany, Hong Kong, Ireland, Japan, Mexico, the Netherlands, Poland, Switzerland and Venezuela.

Where can I purchase the packaging?
You can order cold shipping packaging online at fedexcoldshipping.fedex.com or by calling the cold shipping hotline at 1.888.817.9993 (U.S. shipping) or 1.813.612.6010 (non-U.S. shipping).

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 with flying colors.

What is the shelf life of the packaging?
The packaging 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 benign materials that have no disposal rating.

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/peaceofmind.

Does the packaging include a temperature-monitoring device?
No. However, you may consider using SenseAware℠ powered by FedEx to fulfill this need. For more details, go to senseaware.com.

Does the price of the packaging contain any transportation with FedEx?
No. Transportation is not part of the package cost. It will be listed separately on your invoice.

Who do I contact if I have questions regarding cold shipping packaging?
Please call our cold shipping hotline at 1.888.817.9993 (U.S. shipping) or 1.813.612.6010 (non-U.S. shipping).