

**ATTENTION: PLEASE READ**

Improper handling may result in injury

# **SHIPPING AND HANDLING GUIDELINES**

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**REUSABLE**

**Thermal Shipping Container  
Refrigerated**



Current as of August 21, 2024.  
For the most up-to-date brochure,  
visit [www.cvdvaccine-us.com](http://www.cvdvaccine-us.com)

## TABLE OF CONTENTS

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<a href="#">CONNECT WITH US</a>	3
<a href="#">GENERAL INFORMATION</a>	4
<a href="#">HANDLING</a>	4
<a href="#">CONTENTS AND PACKAGING</a>	5-7
<a href="#">UNPACKING THE THERMAL SHIPPING CONTAINER</a>	8-9
<a href="#">RETURNING THE THERMAL SHIPPING CONTAINER</a>	10

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# CONNECT WITH US

For general questions, visit [www.cvdvaccine-us.com](http://www.cvdvaccine-us.com) or call the telephone number provided below.



For countries outside of the US, visit [www.pfizer.com/products/product-contact-information](http://www.pfizer.com/products/product-contact-information) to see the list of Pfizer's Global Medical Information Numbers.

# GENERAL INFORMATION

This guide details user processes and procedures that must be followed upon receiving the COVID-19 vaccines from BioNTech and Pfizer.

## HANDLING

Use caution when lifting the thermal shipping container, as it may be heavy. Depending on the amount of vaccine ordered, the thermal shipping container will vary in weight. Do not place anything on top of the thermal shipping container.

Contact Pfizer Customer Service at 1-800-666-7248 immediately to communicate any issues.

**Do not open the cartons or remove prefilled syringes until you are ready for use.**

Visit [www.cvdvaccine-us.com](http://www.cvdvaccine-us.com) for further information.

**For additional information about specific temperature requirements, please go to [www.cvdvaccine-us.com](http://www.cvdvaccine-us.com).**

**CAUTION: In the event of syringe breakage, damage, or leakage, to prevent cuts and exposure to the product, do not handle the syringe with bare hands. Wear protective gloves and dispose of the pieces in a medical sharps container using forceps, tongs, or other appropriate tools.**

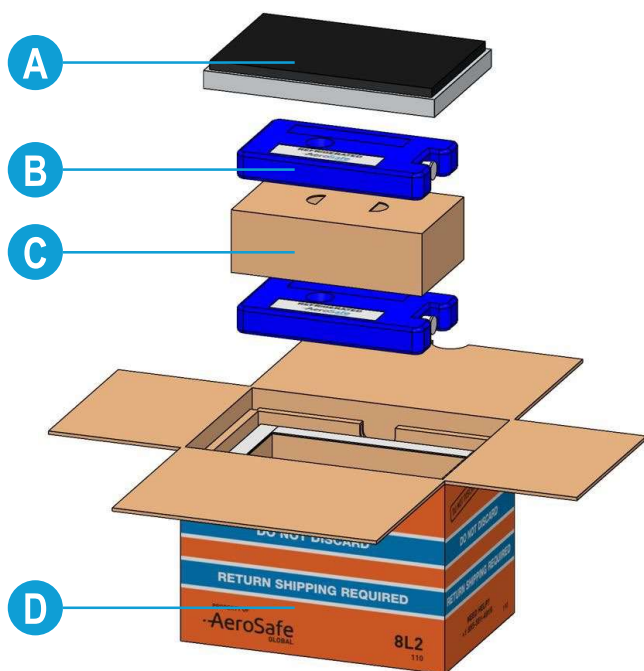
# CONTENTS AND PACKAGING

## AEROSAFE 8L

There are multiple types of thermal shipping containers and vial carton sizes, all with similar components.

The example shown below is for illustrative purposes only and may not exactly replicate the thermal shipping container you receive.

Be sure to read all instructions that are included with the thermal shipping container and its components.



AEROSAFE 8L	
Item	Description
A. VIP LID	AeroSafe removeable top lid
B. RF PCM PLATES	Refrigerated Phase Change Material (PCM) to maintain temperature of products.
C. PAYLOAD BOX	Contains product and may appear different depending on the size of your order.
D. 8L SHIPPER	Outer box of the thermal shipping container.

**CAUTION:** Thermal shipping container you receive may vary in weight & should be opened on the floor as it may be heavy.

**Ensure Authenticity—Help Prevent Counterfeiting:** Ensure the safety of the product by limiting access to only authorized personnel. The location they are stored in must be secure and locked when not in use. To prevent counterfeits, discard prefilled syringes in sharps containers and empty cartons as medical waste or deface or safely crush all materials so they cannot be reused. The vaccine can only be administered by licensed healthcare professionals, or other individuals that are approved vaccinators. Individual doses are not for sale.

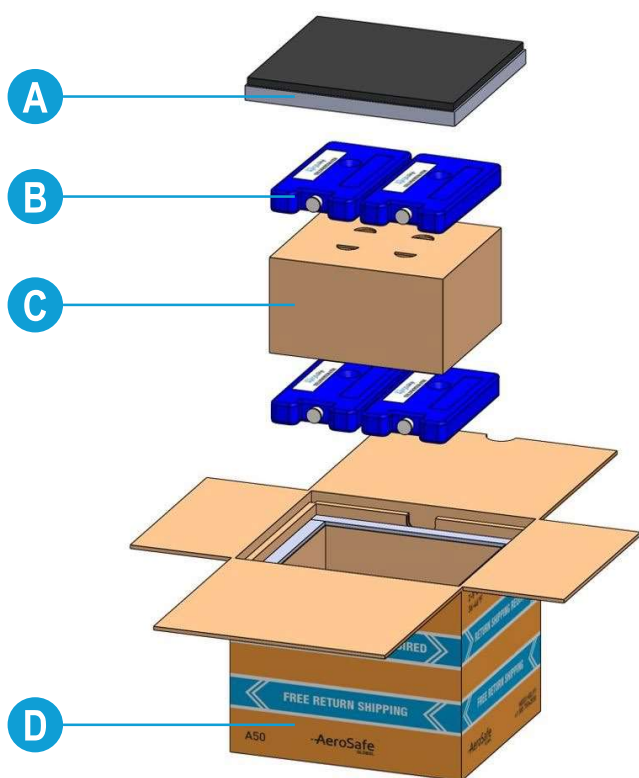
# CONTENTS AND PACKAGING

## AEROSAFE 18L

There are multiple types of thermal shipping containers and vial carton sizes, all with similar components.

The example shown below is for illustrative purposes only and may not exactly replicate the thermal shipping container you receive.

Be sure to read all instructions that are included with the thermal shipping container and its components.



AEROSAFE 18L	
Item	Description
A. VIP LID	AeroSafe removeable top lid
B. RF PCM PLATES	Refrigerated Phase Change Material (PCM) to maintain temperature of products.
C. PAYLOAD BOX	Contains product and may appear different depending on the size of your order.
D. 18L SHIPPER	Outer box of the thermal shipping container.

**CAUTION:** Thermal shipping container you receive may vary in weight & should be opened on the floor as it may be heavy.

**Ensure Authenticity—Help Prevent Counterfeiting:** Ensure the safety of the product by limiting access to only authorized personnel. The location they are stored in must be secure and locked when not in use. To prevent counterfeits, discard prefilled syringes in sharps containers and empty cartons as medical waste or deface or safely crush all materials so they cannot be reused. The vaccine can only be administered by licensed healthcare professionals, or other individuals that are approved vaccinators. Individual doses are not for sale.

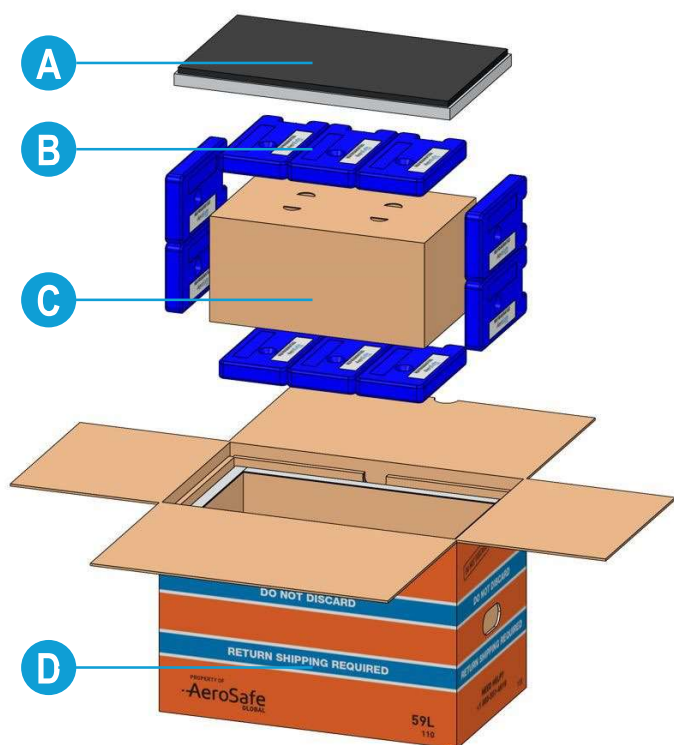
# CONTENTS AND PACKAGING

## AEROSAFE 59L

There are multiple types of thermal shipping containers and vial carton sizes, all with similar components.

The example shown below is for illustrative purposes only and may not exactly replicate the thermal shipping container you receive.

Be sure to read all instructions that are included with the thermal shipping container and its components.



AEROSAFE 59L	
Item	Description
A. VIP LID	AeroSafe removeable top lid.
B. RF PCM PLATES	Refrigerated Phase Change Material (PCM) to maintain temperature of products.
C. PAYLOAD BOX	Contains product and may appear different depending on the size of your order.
D. 59L SHIPPER	Outer box of the thermal shipping container.

**CAUTION:** Thermal shipping container you receive may vary in weight & should be opened on the floor as it may be heavy.

**Ensure Authenticity—Help Prevent Counterfeiting:** Ensure the safety of the product by limiting access to only authorized personnel. The location they are stored in must be secure and locked when not in use. To prevent counterfeits, discard prefilled syringes in sharps containers and empty cartons as medical waste or deface or safely crush all materials so they cannot be reused. The vaccine can only be administered by licensed healthcare professionals, or other individuals that are approved vaccinators. Individual doses are not for sale.

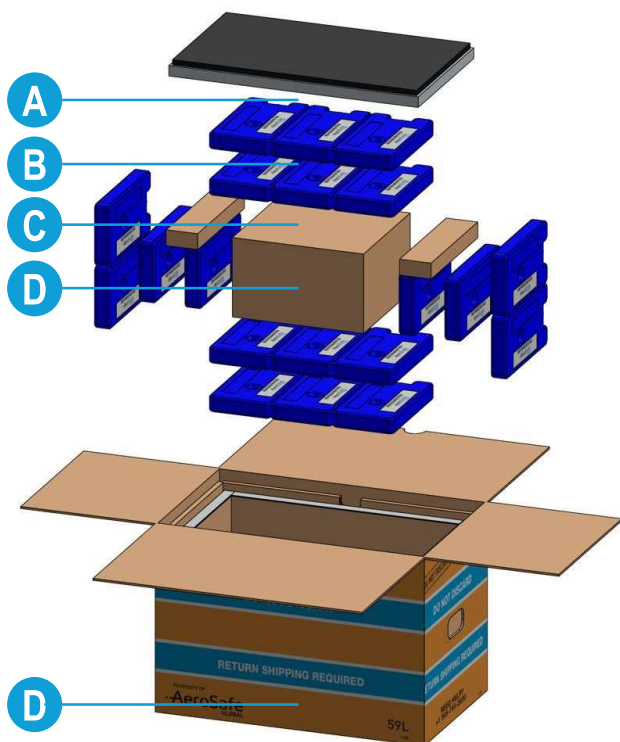
# CONTENTS AND PACKAGING

## AEROSAFE 59L (20 Refrigerants)

There are multiple types of thermal shipping containers and vial carton sizes, all with similar components.

The example shown below is for illustrative purposes only and may not exactly replicate the thermal shipping container you receive.

Be sure to read all instructions that are included with the thermal shipping container and its components.



AEROSAFE 59L	
Item	Description
A. VIP LID	AeroSafe removeable top lid.
B. RF PCM PLATES	Refrigerated Phase Change Material (PCM) to maintain temperature of products.
C. Corrugate Spacers	Provides support to payload box to ensure safe delivery
D. PAYLOAD BOX	Contains product and may appear different depending on the size of your order.
E. 59L SHIPPER	Outer box of the thermal shipping container.

**CAUTION:** Thermal shipping container you receive may vary in weight & should be opened on the floor as it may be heavy.

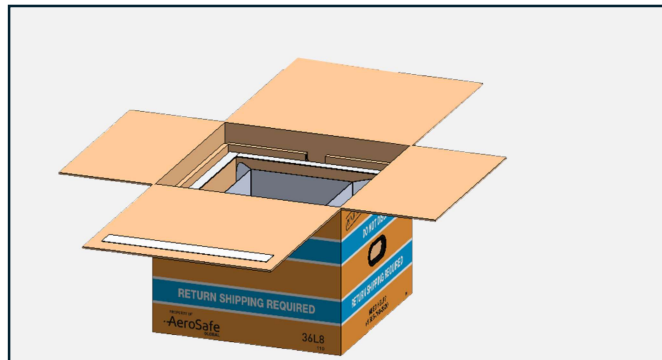
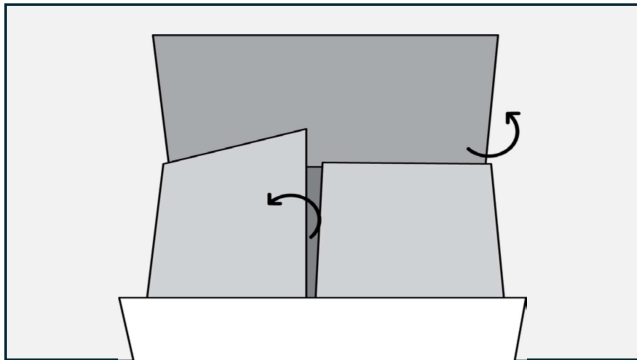
**Ensure Authenticity—Help Prevent Counterfeiting:** Ensure the safety of the product by limiting access to only authorized personnel. The location they are stored in must be secure and locked when not in use. To prevent counterfeits, discard prefilled syringes in sharps containers and empty cartons as medical waste or deface or safely crush all materials so they cannot be reused. The vaccine can only be administered by licensed healthcare professionals, or other individuals that are approved vaccinators. Individual doses are not for sale.



# UNPACKING THE THERMAL SHIPPER

## Step Instructions

- 1 First, break the seal to open the thermal shipping container.



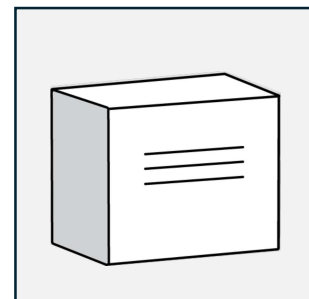
- 2 You may see a lid for the compartment that holds the prefilled syringe carton.

If your thermal shipping container comes with a lid for the prefilled syringe carton compartment, open it to access the prefilled syringe carton.

The compartment holding the prefilled syringe carton is affixed to the inside of the thermal shipping container and should not be removed when accessing or removing the prefilled syringe carton.

Carefully remove the prefilled syringe carton.

Remember, do not open the prefilled syringe cartons or remove prefilled syringes until you are ready for use.



Visit [www.cvdvaccine-us.com](http://www.cvdvaccine-us.com) for further information.

**CAUTION:** In the event of syringe breakage, damage, or leakage, to prevent cuts and exposure to the product, do not handle the syringe with bare hands. Wear protective gloves and dispose of the pieces in a medical sharps container using forceps, tongs, or other appropriate tools.

# UNPACKING THE THERMAL SHIPPER

## Step Instructions (continued)

- 3 You must immediately store the vaccine product at 2°C to 8°C (35 °F to 46 °F).

Keep COMIRNATY glass prefilled syringes at 2°C to 8°C (35°F to 46°F) until the expiration date printed on the carton and syringe labels.

### **DO NOT FREEZE.**

The total time out of refrigeration (at temps between 8°C and 25°C (46°F and 77°F)) must not exceed 12 hours.



**NOTE:** The thermal shipping container should not be used as temporary storage.

**NOTE:** Review the Product Safety Data Sheets: <https://safetydatasheets.pfizer.com/>.

Visit [www.cvdvaccine-us.com](http://www.cvdvaccine-us.com) for further information.

**CAUTION:** In the event of syringe breakage, damage, or leakage, to prevent cuts and exposure to the product, do not handle the syringe with bare hands. Wear protective gloves and dispose of the pieces in a medical sharps container using forceps, tongs, or other appropriate tools.

# RETURNING THE THERMAL SHIPPER

After use, the thermal shipping container must be returned to the supplier to help Pfizer fulfill its commitment to reusable resources.

To complete the shipper return, use the instructions on the "Generic HCP Stop" insert card.

For more information or questions on the return, call AeroSafe at 585-760-2830.

## ELEMENTS REQUIRED FOR RETURN

- Thermal container and inner corrugates
- Refrigerants

**NOTE: Place the thermal shipping container at a designated pickup location.**

**NOTE: For assistance on returns, please contact: 1-800-666-7248.**

