

CRYOPORT ELITE® 28L ULTRA COLD SHIPPING SYSTEM



Shipment Unloading Instructions

NEED HELP? CONTACT CRYOPORT SYSTEMS' CLIENT CARE AT (949) 470-2305 OR EMAIL CS@CRYOPORT.COM

Step 1

Wear the appropriate personal protective equipment (PPE) for handling extreme cold temperatures for the unloading of the payload and dry ice.



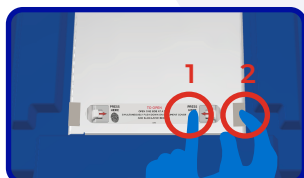
Step 2



Once the shipping system arrives, check the enclosure and hardware for any damage that may have happened during transit.

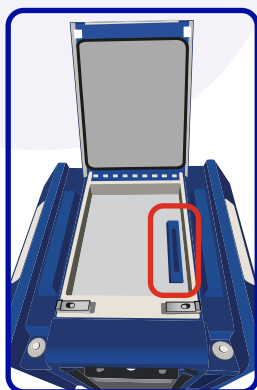
NOTE: If you see any damage, please call Cryoport Systems' Client Care at (949) 470-2305.

Step 3



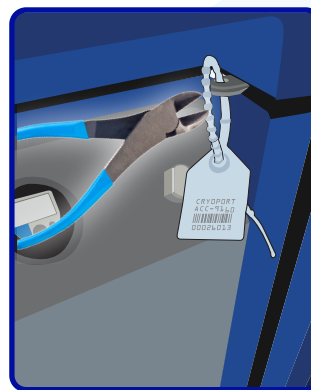
Open the document enclosure lid by pressing down on the lid while simultaneously pressing in each latch on the side one at a time, and then lifting the lid up.

Once the document enclosure lid is open, remove the lid wedge.



NOTE: Advanced Therapy Shippers® include a blue lid wedge, and General Purpose Shippers come with a gray wedge.

Step 4



If a serialized zip tie is present, record serialized number onto all pertinent documentation prior to removal. Use wire cutters to remove serialized zip tie.

Step 5



The lid must be opened one side at a time. Using one hand, press down on the lid while simultaneously pressing the latch release button. Pressing down on the lid will reduce resistance on the button and easily allow the latch to release.

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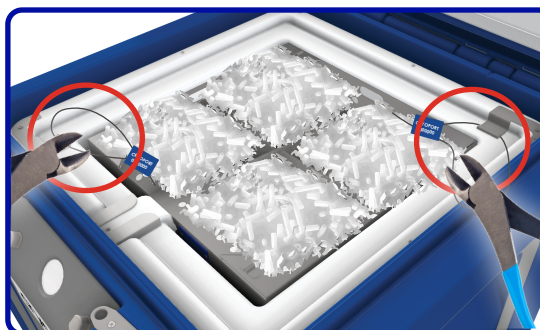
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Step 6



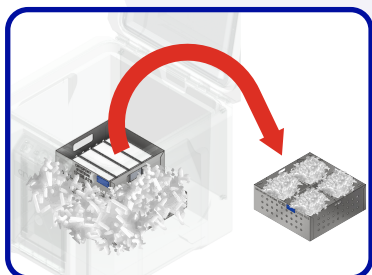
Once the lid is open, utilize lid wedge to keep lid propped open and prevent any personal injury. Slide the lid wedge inward from either side to position it between the lid and shipping system's base.

Step 7



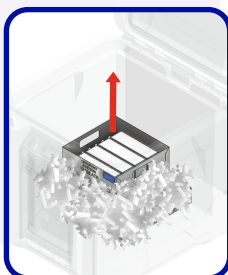
If cable serialized zip ties are included, prior to its removal, record serialized number onto all pertinent documentation. Remove serialized zip tie with wire cutters.

Step 8



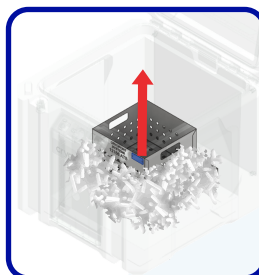
Remove Top Dry Ice Compartment with dry ice remaining inside. Properly dispose the dry ice from the Top Dry Ice Compartment.

Step 9



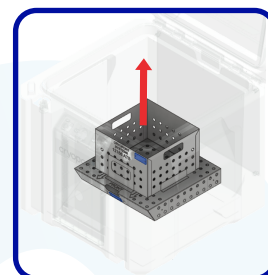
Remove the payload from the Payload Carrier.

Step 10



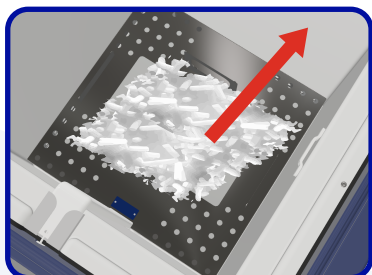
Remove and properly dispose of any remaining dry ice around the Payload Carrier.

Step 11



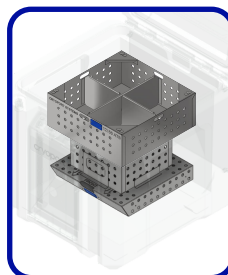
Remove the Payload Carrier to gain access to the Bottom Dry Ice Compartment.

Step 12



Remove and dispose any leftover dry ice in the Bottom Dry Ice Compartment.

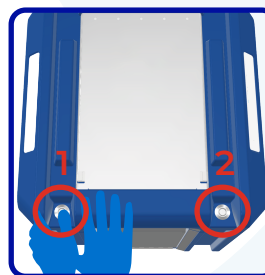
Step 13



Make sure all dry ice is removed and confirm that the Payload Holding System is inside the shipping system prior to returning to Cryoport Systems.

NOTE: If dry ice is not properly removed, there will be a penalty fee.

Step 14



To close the shipping system, remove the lid wedge and return it to the document compartment. Close the shipping system's lid by pressing down on the left corner first until you hear a click and then press down on the right side until you hear another click. The audible clicks will ensure both latches are engaged.

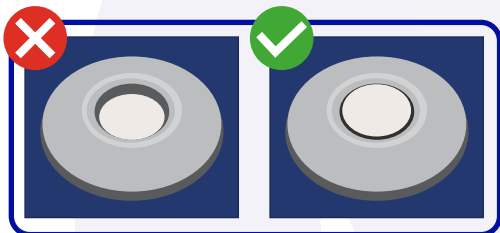
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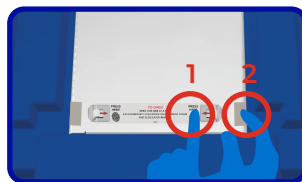
Step 15



The center buttons will eject and appear flush when the latches are successfully engaged.

NOTE: As stated in the prior step, the user must hear an audible click from both sides in order for the center buttons to eject and the latches to successfully engage.

Step 16



Obtain the necessary documentation by pressing down on the document compartment lid while simultaneously pressing in each latch on the side one at a time, and then lifting the lid up.



The document compartment will contain a shipping envelope with the necessary documents and labels. Remove the return shipping materials.

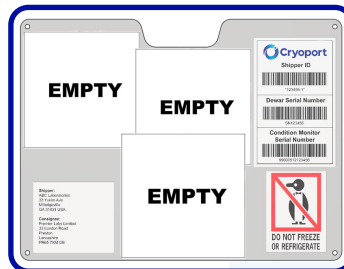
Step 17



Contact the courier to provide the weight of the shipping system for generating the return Air Waybill.

Print the Air Waybill provided by the courier and insert into the shipping envelope on the top of the shipping system.

Step 18



Remove any courier labels or stickers currently on the Cryoport Elite® Shipping System.

Remove the labels from shipping envelope inside of the document storage compartment.

Place the "Empty" labels on the UN3373, UN1845, and Class 9 DG designated locations on the back of the shipping system.

STOP!

PRIOR TO COURIER PICKUP, VERIFY ALL LATCHES ON SHIPPING SYSTEM ARE CLOSED & SECURED, AND NO DRY ICE REMAINS IN THE ENCLOSURE.

NOTE: Please verify that the lid wedge was returned to the document storage compartment.

If the shipping system is returned without a lid wedge or if dry ice is not removed, additional fees will be applied.