



April, 2026

Re: Labcorp TrueTherm® Frozen Keeper for Lockbox

Dear valued client,

The attached pictorial instructions show two ways you can use the Labcorp TrueTherm Frozen Keeper, depending on the number of specimens you are submitting.

Note that the specimens, cold temperature pack ("Pack") and vacuum flask ("Flask") should be frozen prior to placing in the lockbox. We recommend storing the cold Pack and Flask in your freezer when not in use so they will be ready for the next specimen shipment.

Label each specimen with the patient name and any unique ID number on the test order form to link the specimen clearly with the test orders.

Please continue to use the purple screw-cap tubes for frozen fluid specimens to create a tight seal, protecting the specimen against normal temperature changes that take place prior to testing.

Please contact your Labcorp representative if you have any questions.

If you have the older Frozen Specimen Keeper on hand, you may continue to use them according to the package instructions.

Labcorp TrueTherm[®] Frozen Keeper for Lockbox

1. What is different about the Labcorp TrueTherm Frozen Keeper vs. the previous Frozen Specimen Keeper?

- A:** The Labcorp TrueTherm Frozen Keeper is different in that...
- It uses a stainless steel vacuum flask ("Flask") instead of a Styrofoam box
 - The client freezes a single cylindrical pack with the Flask instead of two silver gel packs
 - It has superior insulation, keeping specimens frozen longer
 - It is much more durable and can be cleaned if necessary
 - Up to 6 Labcorp TrueTherm Frozen Keepers can fit inside a lockbox instead of just one
 - Specimen bags should be rolled up while expelling air to enable them to fit in the cylindrical vacuum flask

2. What does not change with the Labcorp TrueTherm Frozen Keeper vs. the previous Frozen Specimen Keeper?

- A:** Specimens still have to be frozen before packing. Test order forms must be included inside the specimen bags.

3. Can I continue to use the previous Frozen Specimen Keeper instead of this container?

- A:** You can still use the previous Frozen Specimen Keeper for specimens that do not fit well in the Flask. For specimens that do fit into the Flask, we encourage you to use the Labcorp TrueTherm Frozen Keeper for all of the benefits mentioned above.

4. Should we retain any Frozen Specimen Keepers that are still in use?

- A:** Yes. The previous Frozen Specimen Keeper remains a valid method of maintaining frozen specimens and may still be used until damaged or contaminated.

5. Can we use more than one of the Labcorp TrueTherm Frozen Keepers?

- A:** Yes. The Labcorp TrueTherm Frozen Keeper is about 3 inches in diameter and multiple units will fit in most lockbox models including those too small for the previous Frozen Specimen Keeper (e.g., 4-inch-deep lockboxes).

6. Can these be used to ship or mail frozen specimens?

- A:** No. This container does not meet shipping standards.

7. How can the Labcorp TrueTherm Frozen Keeper be decontaminated?

- A:** In the event of spill or contamination, the inner and outer surfaces of the Labcorp TrueTherm Frozen Keeper can be decontaminated by using suitable disinfecting wipes, sprays, or other products approved for disinfection purposes according to manufacturer's instructions.

8. How do we order Labcorp TrueTherm Frozen Keepers?

- A:** The Labcorp TrueTherm Frozen Keeper can be ordered using PS#145205, which is a case of 12. The case can be held at the warehouse/branch site and can be provided to clients as needed.

Standard use of the Labcorp TrueTherm[®] Frozen Keeper

Preparation in advance



1 Temperature Pack



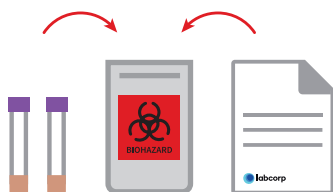
1 Labcorp TrueTherm Flask



1 Biohazard specimen bag with test request form frozen and specimen tubes

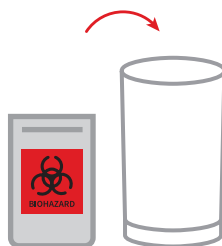
- Remove temperature pack (“Pack”) from vacuum flask (“Flask”)
- Freeze Pack and Flask separately in the freezer at least 12 hours prior to use
- Freeze the specimen(s) separately before loading the Flask

Assembly of Labcorp TrueTherm Frozen Keeper



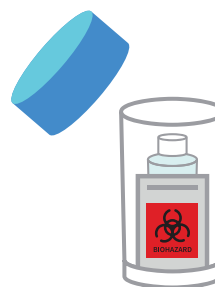
1

Include test request and billing forms in specimen bag with frozen specimen (i.e one patient per bag)



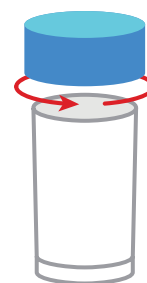
2

Roll up specimen bag(s), expelling any air and place loaded frozen specimen bag(s) inside the Flask



3

Place the frozen Pack on top of specimen bag(s)

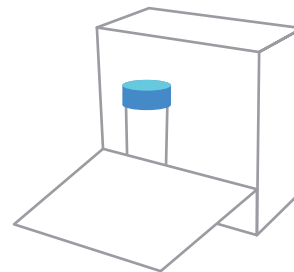


4

Place lid onto flask
Note: Ensure the lid closes completely

Submission

- Place the Labcorp TrueTherm Frozen Keeper in your lockbox
- A courier will transfer the frozen specimens to dry ice and leave the Labcorp TrueTherm Frozen Keeper in your lockbox for reuse
- Store the Labcorp TrueTherm Frozen Keeper Flask and Pack separately in the freezer for next use



For questions, or to obtain a replacement Labcorp TrueTherm Frozen Keeper, contact your Labcorp representative.