

Proof of authenticity
Doctor's Confirmation for air travel and border controls

Name and address of doctor/clinic::

Name/Address of passenger:

Name: _____

Street: _____

ZIP/City/Country: _____

Tel: _____

born: _____

Medicine, that has to be kept cool + daily needed dose:

Reason for taking the medicines:

This medicine may be X-rayed:

Yes

No

The above mentioned medicine has to be kept cold non-stop by my patient, which is only possible with the help of a medical cool bag when travelling. This cool bag has to be carried during the flight as carry-on luggage. **To ensure the prescribed cooling temperature of the medicine and the maintenance of the cold chain this COOL*SAFE cool bag needs all 6/ 8/ 10 frozen COOL*SAFE cold packs (depending on the model) and probably another set of 6/ 8/ 10 cold packs for exchange.**

In order to ensure a correct therapy, the following items/medicine must be carried along during travel (e.g. tablets, blood glucose meter, cartridges, test strips, syringes and needles, pumps, etc.)

Date, signature and stamp of the doctor/clinic:

To the security checkpoints in airports

Confirmation of the volume of the COOL*SAFE cold packs

We hereby confirm that a cold pack contains 100 ml of liquid.

The liquid is not a "hazardous good", also according to Hazard Classification according to GHS: Not applicable

IMDG:	NOT REGULATED FOR TRANSPORT OF DANGEROUS GOODS
ICAO/IATA-DG:	NOT REGULATED FOR TRANSPORT OF DANGEROUS GOODS
UN-ADR:	NOT REGULATED FOR TRANSPORT OF DANGEROUS GOODS

The COOL*SAFE cold packs are therefore suitable to be carried as hand luggage on airplanes.

Hemhofen, 16.06.2026



Christina Wagner
CEO

Additional tips for taking your medicines with you on a flight:

1. sub-zero temperatures and pressure fluctuations can cause significant damage to your medication.

Therefore, you should transport your medication as carry-on luggage.

Medicines should not be transported in your suitcase, as the cargo hold can often experience extremely low sub-zero temperatures, especially on intercontinental flights and in winter. If necessary, ask your airline, in case it is a domestic flight in summer, what temperatures can prevail in the cargo hold.

Furthermore, there, the pressure is not regulated as well as in the passenger cabin.

2. tightened security regulations at airports stipulate that each traveler may only carry small amounts of liquid-filled items (100 ml per container) in their hand luggage. The COOL*SAFE cool bag has cold packs that hold 100 ml/piece. Sometimes, security checks may not initially accept the carrying of the cold packs.

Therefore, before travelling, ask your doctor to fill in the form above and take the confirmation from Artemed with you that the cool packs contain 100 ml/piece.

Do not under any circumstances exchange the cold packs for other ice packs with other sizes or other contents! Only the COOL*SAFE cold packs ensure the correct cooling temperature and avoid minus temperatures and enable the tested cooling duration of many hours.

3. We have exchanged correspondence with many airlines and have received confirmation from all of them that the COOL*SAFE cool bag is allowed to be carried on board.

Nevertheless, please allow for a sufficient time delay in your travel arrangements if your airline unexpectedly wants to have additional confirmation that the cool packs are not dangerous goods.

The security checks at airports work independently of the airlines. Ultimately, the security personnel at the airport decide whether your medication can be taken along. And with the above-mentioned confirmations, every COOL*SAFE customer has so far passed all security checks worldwide.

4. If possible, transport the medication in its original packaging with the package insert inside the cool bag.

The package insert describes the cooling temperature. This instruction leaflet can be an additional, valuable proof for the border control officers of the necessity of keeping the medicines cool.

If you no longer have the original packaging or instruction leaflet, please make sure that the label on the medicine is undamaged so that the name and manufacturer of the medicine can be read clearly. Try to get a copy of the instruction leaflet (from your doctor, pharmacist, the manufacturer or from the internet) to at least carry the copy with you during your journey.

Wishing you a pleasant journey!

Your
COOL*SAFE-Team