

Vaccine Storage Troubleshooting Guide

IF YOU NOTICE A TEMPERATURE EXCURSION:

1. Contact the primary or backup vaccine coordinator.
2. Document the current, minimum and maximum temperatures, duration of temperature excursion and the time when problem was discovered in the table below.
3. Label the vaccine "Do Not Use."
4. Store at the appropriate temperature. If your unit is not maintaining the appropriate temperature, transfer the vaccine to other storage units. Do not allow vaccines to remain in a unit while trying to fix it.



Storage unit is too cold
<2°C (36°F) for refrigerator

Factors that may cause temperature excursion (<2°C)

Thermometer placement: Place at the center and check the temperature every 30 minutes.

Control Knob: Adjust to a warmer position, check temperature every 30 minutes.

Vaccine manufacturers and their phone numbers

Merck & Co. Inc.	877.829.6372
GlaxoSmithKline	877.356.8368
Seqirus	800.244.7668
Sanofi Pasteur	800.822.2463
MedImmune, Inc.	877.633.4411
Pfizer	800.999.9384



Storage unit is too warm
>8°C (46°F) for refrigerator

Factors that may cause temperature excursion (>8°C)

Power supply: Insert the plug into the wall socket, turn on the control knob and check if you have power supply .

Door: Close the door properly. Check the door seal and hinges.

Thermometer placement: Place at the center and check the temperature every 30 minutes.

Control knob: Adjust the control knob to a colder position and check temperature every 30 minutes.

Air circulation: Check if your unit has good air circulation. Reorganize your vaccines.

Document the information in the table when temperature excursion occurs

Date	Time	Duration	Staff	Temperature				Problem/Action taken	Result
				Initials	Room	Current	Minimum		

- Use a certified and calibrated thermometer with probe in glycol that measures liquid temperature for vaccine storage unit.
- Store water bottles in refrigerator and frozen packs in freezer to minimize the risk of temperature excursion.