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.

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. 800.672.6372
- GlaxoSmithKline 888.825.5249
- Seqirus 855.358.8966
- Sanofi Pasteur 800.822.2463
- Astra Zeneca 800.236.9933
- Pfizer 800.438.1985
- Grifols 800.457.4626

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Duration</th>
<th>Staff</th>
<th>Temperature</th>
<th>Problem/Action taken</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Initials Room Current Minimum Maximum</td>
<td></td>
</tr>
</tbody>
</table>

- 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.
- Use the appropriate vaccine storage unit to ensure vaccine viability.

Revised January 2019