

Insul-Tote®



Frequently Asked Questions/ Troubleshooting

Q: How long should I freeze the gel pack before using it with my Insul-Tote?

A: Freeze the gel pack for 12 hours for maximum effectiveness.

Q: What is the lifetime of my gel pack? When should I replace it?

A: Cold Gel packs are good for one year if properly stored. Discard gel pack if it begins to bloat or if a puncture, tear, cut or leak occurs. Replace it with a new one.

Q: Does the Insul-Tote contain latex?

A: No, Insul-Tote travel totes are made of durable, easy-to-clean nylon.

Q: How long will the gel pack stay frozen?

A: This depends on each use and the size of the gel pack. Typically a 3oz gel pack keeps medication at room temperature for 3 hour if ambient temperature is 100 degrees Fahrenheit. If your gel pack is 5 oz then the medication will keep at room temperature for 5 hours if the ambient temperature is 100 degrees Fahrenheit. Keep in mind that variables exist such as the temperature of the product when packed with the gel pack, the length of time gel pack was frozen and a fluctuation of ambient temperature. AmbiMedInc recommends each customer test the gel pack with their personal Insul-Tote. When unsure, try to keep a spare frozen gel pack in a freezer or portable cooler ready for replacement.

Q: What happens if my gel pack becomes punctured?

A: If the puncture is the size of a pin the gel pack will reseal itself. If the gel pack has a larger puncture, discard the gel pack and replace it with a new one.

Q: How can I dispose of the gel pack?

A: You may cut the product open, throw the gel away (biodegradable over time), rinse the plastic, and recycle it.

Q. What happens if my child or animal has eaten the gel inside the pack? What do I do?

A: The gel pack is nontoxic and noncaustic. If you have any concerns contact your doctor.

