

**How Does the NanoCool Cooling Unit Work?**

The NanoCool cooling unit uses evaporative cooling that has 7x the cooling power of ice.

There are no gel packs required. There's no need to refrigerate or freeze anything before use. Once it's activated, the cooling unit continuously evaporates small quantities of water at low pressure over days of operation. The water flow can even respond to ambient temperatures to protect your breast milk from external temperature fluctuations during shipping.

NanoCool cooling units are trusted to ship lab samples, tissue samples, and temperature-controlled pharmaceuticals.

**What Happens If I Send Home Frozen Breast Milk with MilkShip?**

MilkShip's refrigerated boxes keep breast milk at 41°F while it ships home. If you send back frozen breast milk it will begin to thaw in the refrigerated box as it would in a fridge. Once it has thawed you can feed it to baby. Do not refreeze breast milk.

**What Happens If My Milk Spoils During Shipping?**

We arrange overnight shipments so that your milk gets home quickly and can be used, refrigerated or frozen in accordance with breast milk storage guidelines

(see the CDC's guidance at [https://www.cdc.gov/breastfeeding/recommendations/handling\\_breastmilk.htm](https://www.cdc.gov/breastfeeding/recommendations/handling_breastmilk.htm)).

If your milk spoils during the trip, do not feed it to baby.

**Can I Arrange a Pick-Up on a Saturday?**

In select areas. Weekday pick-up is available in all locations, but Saturday pick-up is available only in select areas serviced by FedEx. Mom will likely have to drop off a shipping kit at a FedEx location.

Please note that FedEx does not deliver on Sunday, so any shipment kit sent out on a Saturday will arrive Monday.

**Can I Arrange Breast Milk Delivery on a Sunday?**

No. FedEx does not deliver in most areas on Sunday. Shipments sent on Saturday will be delivered on Monday.

**Can I Use MilkShip if I'm Staying at a House or Apartment instead of a Hotel?**

Absolutely! You can use MilkShip if you are staying at a house or apartment on your next trip. Simply drop the shipment kit at a FedEx location yourself.

Visit <http://www.fedex.com/locate/index.html> to locate a FedEx Express location near you.

**What Happens If I Miss the FedEx Pick-Up at My Hotel?**

If you miss your FedEx pick-up, simply find a FedEx location near your location that is still able to receive FedEx Express packages.

Visit <http://www.fedex.com/locate/index.html> to locate a FedEx Express location near you.

**How Do I Dispose of the MilkShip Packaging?**

The cardboard shipping box can be recycled. The NanoCool cooling unit and styrofoam are made of benign materials and are safe for the trash.