

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.
5. Contact the manufacturer for further guidance on use of the vaccine using the phone numbers provided below. Do not discard vaccine before contacting the manufacturer. If vaccine is wasted, report to the NDDHS Immunization Unit.



Storage unit is too cold
<2°C (36°F) for refrigerator
Colder than -50°C (-58°F) for freezer

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.

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

Motor and coils: Clean the motor and the coils for few minutes if it has dust or call a technician for help.

Storage unit is too warm

>8°C (46°F) for refrigerator
Warmer than -15°C (+5°F) for freezer



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.

Motor and coils: Clean the motor and the coils if it has dust or call a technician for help.

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Vaccine manufacturers and their phone numbers

Astra Zeneca	800.236.9933	Novavax	800.239.9174
Bavarian Nordic	844.422.8274	Pfizer	800.438.1985
Dynavax	844.375.4728	Pfizer COVID	800.666.7248
GlaxoSmithKline	888.825.5249	Protein Science	800.488.7099
Grifols	800.520.2807	Sanofi Pasteur	800.822.2463
Merck & Co. Inc.	800.672.6372	Seqirus	855.358.8966
Moderna	866.663.3762		

Date	Time	Duration	Staff Initials	Temperature				Problem/Action Taken	Result
				Room	Current	Min	Max		

- 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.