

Date January 1, 2024
From Don Jugon
Cc Joan Wehby
Subject **Cold Weather Lock Box Instructions**

Dear Laboratory Client:

During extreme cold temperatures, the locks on our after-hours Specimen Lock Box may freeze. **PLEASE DO NOT USE HOT WATER TO TRY TO DEFROST THE LOCK.**

We recommend the following tips:

- Take the Lock Box indoors for a short amount of time or set the lock box on the passenger side floor of your vehicle to allow the lock to warm up.
- Gently light the lock box key and or lock with a lighter, do not overheat or the key will bend or break.
- Use a non-water-based Loc De-Icer. You do not need to overuse the amount of Lock De-Icer.
- **DO NOT LEAVE SPECIMENS UNATTENDED ON TOP OF A LOCK BOX.**

If you are still unable to open the lock, please hold onto the specimens and call Client Service at 248-551-1155 for a next day AM pickup.

Thank you for your cooperation.

Corewell Health Laboratory Logistics Department
