



Healthcare solutions

Secure transportation for pharmaceutical and life science shipments

UNITED
Cargo



Cold chain shipping solutions

Safeguard temperature-sensitive medical shipments



LifeGuard

Special handling for organs, tissues and live cell therapies



At United Cargo, our dedicated team of professionals works proactively to safeguard your cold chain shipments across our global network.

United Cargo knows that as scientific discoveries advance, so do the needs of your pharmaceutical and biotechnology shipments. That's why we made customer-specific processes and procedures the foundation of our cargo products – working with you every step of the way to protect your temperature-sensitive shipments and ensure an intact cold chain.

Two products, one commitment: LifeGuard and TempControl

Whether your temperature needs are controlled room temperature, cool or cryogenic, United Cargo recognizes that retaining product efficacy is critical. We offer customer-tailored SOPs so that shipments remain in your preferred temperature range from origin to destination.

Temperature security

- United Cargo elevates the management of your temperature-sensitive shipments through our end-to-end, SOP-governed processes that keep shipment integrity top of mind.

Service and expertise

- Our quality commitment combines superior performance, continuous oversight and 24/7 communication to protect your pharmaceutical and life science products at every point in the cold chain.

Solutions by segment

- Ambient: 15°C to 25°C (59°F to 77°F)
- Cool: 2°C to 8°C (35.6°F to 46.4°F)
- Frozen: -25°C to -10°C (-13°F to 14°F)
- Deep frozen: -60°C to -30°C (-76°F to -22°F)
- Cryogenic: -195°C to -150°C (-319°F to -238°F)

Trust LifeGuard for same-day, airport-to-airport service for your life-saving treatments and cryogenic shipments.

Available on narrow-body, wide-body and regional express aircraft, LifeGuard shipments receive our highest level of handling and care and are guaranteed to be on the next flight. LifeGuard transports live cell therapies and lifesaving organs almost everywhere our network flies, connecting you to domestic and international patients.

LifeGuard benefits

- Highest boarding priority above all other shipments
- Specially trained, dedicated personnel hand load each shipment on and off the flight
- Fastest airport-to-airport service available on United and United Express® flights
- Global oversight and real-time notification provided by our LifeGuard Desk 24/7

Your solution for:

- Cell and gene therapies
- Clinical trials
- Embryos
- Human organs
- Precision medicine

TempControl

Service for active and passive temperature-controlled shipments



TempControl shipment summary

Service attribute	Active	Passive
Boarding priority	Highest	High
Control tower booking management	✓	✓
Control tower oversight	✓	
Just-in time running	✓	✓
Customer-tailored SOP	✓	✓
EZ SOP	✓	✓
Temperature monitoring	✓	
Thermodynamic management	✓	
Lease management	✓	
Unit repositioning	✓	



United TempControl's unique and comprehensive process focuses on care and precision to safeguard your active and passive temperature-sensitive shipments.

Our 24/7 TempControl Tower, enhanced ground facilities in key pharmaceutical locations and trained personnel at all points in the cold chain provide a unique and comprehensive process of care and awareness — from our facility to our aircraft and back.

TempControl benefits

- Biologics
- Biotechnology
- Insulin
- Medical devices
- Pharmaceuticals
- Vaccines

Temperature-controlled units approved and available for lease through United:

Please visit [Container Specifications – United Cargo](#) for the latest information.

TempControl in action

At origin

United Cargo facility

- Freight handled in adherence to customer-specific SOPs
- Temperature-controlled storage
- Temperature notifications at specified touch points, 24/7 and in real time
- Proactive temperature and battery voltage checks for active units

Ramp transport

- Expedited runner transports cargo

In transit

Aircraft loading, transport and offloading

- Highest freight boarding priority
- Freight is positioned on aircraft for safest transport
- First priority off-loaded

At destination

Ramp transport

- Expedited runner meets aircraft and transports cargo

United Cargo facility

- Freight handled in adherence to customer-specific SOPs
- Temperature-controlled storage
- Temperature notifications at specified touch points, 24/7 and in real time
- Proactive temperature and battery voltage checks for active units

TempControl

- Certified handling hub locations
- Certified handling locations
- United/United Express
- * Interline Locations

Locations are subject to change. Information current as of October 2024.



TempControl certified handling locations

North America

Atlanta
Boston
Cleveland
Denver
Dallas/Fort Worth
Newark
Honolulu
Washington DC
Houston
Indianapolis
New York JFK
Los Angeles

South America

Bogota
Buenos Aires
Rio de Janeiro
Sao Paulo
Guatemala City
Lima
Liberia
Managua
Panama City
San Salvador
San Pedro Sula

Pacific

Auckland
Brisbane
Christchurch
Chengdu
Guam
Hong Kong
Tokyo HND
Seoul
Osaka
Melbourne
Manila
Tokyo NRT

Europe/Middle East/India

Accra
Amman
Amsterdam
Stockholm
Athens
Barcelona
Berlin
Belfast
Birmingham
Bordeaux
Mumbai
Brussels
Basel
Paris
Copenhagen
Cape Town
Delhi
Dublin
Dusseldorf
Dubai
Edinburgh
Rome
Frankfurt
Glasgow
Geneva
Hamburg
Johannesburg
London
Lille
Lisbon
Lyon
Madrid
Manchester
Munich
Milan MXP

Interline

Warsaw
Zurich
Montevideo
Mexico City,
Santa Lucia
Naples
Nice
Newcastle
Cork
Prague
Shannon
Stuttgart
Milan SWK
Strasbourg
Tel Aviv
Venice
Vienna

Please note that station hours and locations can change regularly, so please visit unitedcargo.com for the latest information.

To book your cold chain shipment, please call 1-800-863-8666 for LifeGuard shipments or 1-877-525-4628 for TempControl shipments, or contact your local United Cargo sales representative.

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