UNITED CARGO | LifeGuard

Lifesaving solutions

LifeGuardXL ensures oversized medical shipments receive maximum care

When your most critical shipments exceed 100 lbs., LifeGuardXL is there to connect your cell therapy and other vital pharma shipments to patients across the world. Booked with the highest boarding priority, LifeGuardXL shipments receive oversight from origin to destination.

Your solution for:

- Cell and gene therapies
- Critical pharma
- Vaccines

Your benefits

- Highest boarding priority
- Monitoring and support from LifeGuard desk
- Stations proactively notified of LifeGuardXL shipment
- Handling by specially-trained staff
- Access to our global network and more than 50 U.S. cities
- Extra shipment visibility with clearly identifiable purple LifeGuard tape

Service and oversight

Count on LifeGuardXL to deliver your important medical shipments when they must move, but don't meet the weight or size requirements of standard LifeGuard or QuickPak. Open to shipments greater than 45 kgs., LifeGuardXL puts our entire mainline flight network in reach for enhanced service and oversight.

Just like our standard LifeGuard service, LifeGuardXL shipments have the highest boarding priority so that your critical shipments can safely get to the patients who need them. Meanwhile, our LifeGuard support desk proactively monitors and alerts all stations en route, so that LifeGuardXL shipments still receive the highest care and attention.

The result is peace of mind for shipments that don't fit standard small package dimensions.

Comprehensive healthcare network

With more than 50 LifeGuardXL stations located in a diverse range of U.S. cities, your medical shipments can quickly and safely get to patients across the world's largest healthcare market. For overseas destinations, benefit from our global flight network.

Booking and acceptance

From outside the U.S. and Canada, contact your local United Cargo sales professional or visit unitedcargo.com.

You may also contact our LifeGuard desk at 1-800-863-8666 or via email at lifeguard@united.com.

Please note that all LifeGuardXL bookings must be made at least 2 hours before departure.

LifeGuardXL in action*

At origin		In transit		At desination
Shipment booked with highest boarding priority	Tender your shipment at the cargo warehouse	Shipment monitored by our LifeGuard desk, with prealerts sent to all stations en route	Connecting shipments processed at cargo warehouse and transferred to next flight as quickly as 4 hours	Recover at the cargo warehouse in only 2 hours for domestic shipments, or 3 hours for international shipments

*May vary by station location

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LifeGuardXL network

- **Domestic shipments:** Access the crucial U.S. domestic market, with more than 50 LifeGuardXL stations located in a diverse range of U.S. cities
- **International shipments:** Benefit from United's comprehensive global network
- Pre-booking required, at least two hours prior to flight departure

[1]Varies by station location
[2]Contingent on customs clearance

Shipment acceptance times
(Prior to scheduled flight departure)

Minimum domestic acceptance times	Time
Domestic shipments	120 min.
Minimum international acceptance times	**Time**
Gateways and international origins	180 min.
All other other locations	120[1] min.

Shipment recovery times
(After flight arrival)

Recovery time commitment	Time
Domestic shipments	120 min.
International shipments	180[2] min.

U.S. destinations
- LifeGuardXL stations
- Aircraft and flight schedules are subject to change without notice
- Customs regulations are determined by governments and subject to change without notice
- Destinations current as of May 2021

U.S. LifeGuardXL stations

Aguadilla	Des Moines	Los Angeles (LAX)	Pittsburgh	Washington, D.C. (DCA)**
Anchorage	Detroit	Louisville*	Portland	Washington, D.C. (IAD)
Atlanta	Ft. Lauderdale/	Miami	Raleigh/Durham	West Palm Beach
Austin	Hollywood	Minneapolis	Richmond	
Baltimore	Fort Myers	Nashville	Sacramento	
Boise	Hartford/	New Orleans	Salt Lake City	
Boston	Springfield	New York/Newark	San Antonio	
Charlotte	Honolulu	(EWR)	San Diego	
Chicago (ORD)	Houston (IAH)	Norfolk/Virginia Beach	San Francisco	
Cleveland	Indianapolis	Omaha	San Juan	
Columbus	Jacksonville	Orlando	Seattle	
Dallas/Ft. Worth	Kansas City	Philadelphia	St. Louis	
Denver	Las Vegas	Phoenix/Scottsdale	Tampa	

*Mainline flights only **Outbound flights only