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Frequently Asked Questions:

1) Can I dispose of the foodmailer® along with my waste paper?

The foodmailer® consists of 100% cardboard and is therefore also fully recyclable and can be disposed of with your waste paper.

2) What do I do with the used ICEPACKECO®?

If you remove the ICEPACKECO® from the foodmailer® box without damaging it, it can be reused several times.

You can dispose of a damaged ICEPACKECO® in your normal household waste.

3) How do I calculate the required amount of ICEPACKECO® for shipping?

With the foodmailer® calculator (on www.foodmailer.net), you can calculate the exact amount of ICEPACKECO® needed for shipping by entering your parameters.

4) What should I bear in mind when filling the foodmailer®?

Step 1: Close up the base of the foodmailer® so as to ensure that there is no overlapping.

Bend the small side flaps inwards, remove the protective strips and press the adhesive flaps onto the base.

Step 2: Insert the supplied lower part into the box and push down.

Step 3: Assemble the ring with the mitres inside.

Insert the tongue in the pre-cut slot and squeeze gently until the edges meet fully.

Insert the ring into the box (nice side up) and push down until the ring makes good contact with the base.

Step 4: Insert the frozen ICEPACKECO® (min. -18°) so that the printed side is facing upwards.

Step 5: Place the goods in the box in layers with as few air gaps as possible between them.

Step 6: Press the insert (if ordered) down onto the goods and lay the ICEPACKECO® on top. Fill the remaining space with filling material (crepe paper or similar). If you don't have an insert, then lay the ICEPACKECO® on the goods with the printed side down and fill the remaining space with crepe paper.

Step 7: Place the top section on the ring. Bend the small side flaps inwards, remove the protective strips and seal.

Caution: The goods must be thoroughly chilled (approx. 2-4°) before being placed in the box!

5) What does “climate neutral” mean?

This means that the foodmailer® has been produced in a climate-neutral manner. Our partner “Climate Partner” confirms that any greenhouse gas emissions on our part are mitigated by additional climate protection projects. You will find the certificate at www.climatepartner.com. Simply enter the ID no. 11392-1402-1001 (which can be found on the foodmailer®).

6) What does FSC® mean?

The FSC® label guarantees that any wood-based raw materials in our products come from sustainably managed forests in accordance with the FSC standard and that they satisfy the “FSC® Chain of Custody” criteria.

7) What do I need to do if I want to use my own printed image?

In general, you can have the foodmailer® PREMIUM printed in up to 6 colours (offset printing), and the foodmailer® ECO in up to 2 colours (flexo printing).

Please ask for the die pattern prior to printing.

Certain areas are intended for templates and need to be taken into account in the design.

8) What are templates?

Templates are pre-set layouts on which the prescribed information, such as (FSC®, climate neutral, EAN code, size labels and instructions, etc.), can be found.

9) Where and how can I store the foodmailer®?

Wherever it is dry and the humidity is not too high.

10) How can I activate the ICEPACKECO® and what do I need to bear in mind when freezing it?

- a. Put the required amount of ICEPACKECO® into a water bath for approx. 5-10 minutes.
- b. The white powder in the chambers (super-absorbent) can absorb water to up to 1000 times its size.
- c. The chambers will be full after no longer than 10 minutes, and a gel-like substance will be produced.
- d. Blot with a dry cloth and place layer by layer in the freezer (minimum -18°). You should place a thin plastic film between the layers to prevent them from sticking together during the freezing process.
- e. After approx. 8 hours, the ICEPACKECO® will be ready.

Caution! Please do not damage the cellulose tissue, as some of the gel might leak out during the thawing process (see also www.foodmailer.net Download Centre)