



**To:** Carter BloodCare Customers  
**From:** Hospital Relations Department  
**Date:** September 3, 2020  
**Re:** Air Conditioning Loss at Carter BloodCare Tyler

**Background**

The Tyler location is operating without air conditioning. We are diligently working to identify and resolve the issues. At this time, we are uncertain when the temperature will be restored.

**Impact to Client**

Only STAT orders will be filled during the heating, ventilation and air conditioning (HVAC) system downtime in order to limit exposure of blood products to unacceptable temperatures. Please anticipate that all red cell stock and platelet rotations will be delayed until the HVAC system is functional.

We will keep you updated as we have more information. We appreciate your patience and understanding.