

# Urgent Field Safety Notice



## Accu-Chek® Performa blood glucose meters

For attention of: **Consumer**

Manufacturer's reference: SB\_RDC\_2019\_06

Hong Kong, 8 Nov 2019

### Important information on Accu-Chek® Performa blood glucose meters potentially having power-related issues

Dear valued customers,

At Roche Diabetes Care, we strive for highest quality of our products and services and are committed to keeping you informed as soon as there is a potential issue you should be aware of. This is why we would like to inform you today about a potential issue that might occur in Accu-Chek® Performa blood glucose meters. As part of our ongoing quality monitoring and market surveillance processes, we have identified that Accu-Chek® Performa blood glucose meters may potentially **have unexpected short battery life or not power on**.

#### Description of Situation

An issue was discovered during the manufacturing process of the meter where an internal component of the meter might have been damaged. In a small percentage of meters, this damage could cause an accelerated depletion of the meter's battery. Roche Diabetes Care implemented corrective actions to prevent this root cause from recurring in the future.

However, in the worst case, this issue may result in meter unavailability for the user, and failure to test could cause a delay in therapy decisions potentially leading to a serious medical condition. As patient safety is our primary concern, we would like to provide you with the detailed instructions on how to handle the issue if it were to occur.

#### Details on affected devices

The following products are affected:

Commercial Name	
Accu-Chek® Performa blood glucose meters	serial numbers between 6892000000 and 68925525056

#### Rationale giving rise to this corrective measure

The damage of the internal component of the meter may result in a meter unavailability for the user, and failure to test could cause a delay in therapy decisions potentially leading to a serious medical condition.

#### Actions taken by Roche Diabetes Care

Roche Diabetes Care implemented corrective actions to eliminate the root cause for the damage of the internal component.

## **Actions to be taken by the user of the Accu-Chek® Performa blood glucose meters**

In order to troubleshoot any power related issue, refer to the instructions in the user's manual on how to appropriately handle any errors that may occur. If the instructions provided in the user's manual are not solving the issue, please contact our Roche Diabetes Care Customer Care line at +852 2485 7512 (9:00 to 12:00 and 13:30 to 17:30 from Mondays to Fridays) to obtain further support. Additional user information on the handling of Accu-Chek® Performa blood glucose meters are provided on the [www.accu-chek.com.hk](http://www.accu-chek.com.hk) webpage.

**Please find below the following warning and important notices regarding potential power issues.**

- **Notice:**

If you use a meter with a serial number in the defined serial number range, you may have a meter potentially impacted by the damaged component.

- Accu-Chek® Performa: between 6892000000 and 68925525056
- **If you believe you have a meter in the impacted serial number range, please consider the following warnings:**
  1. Always have a spare set of batteries.
  2. Have a back-up testing method available.



## **Communications of this Field Safety Notice**

Your national competent authority has been notified about this field action.

We sincerely apologise for any inconvenience this may cause and hope for your understanding and your cooperation.

Please call our Roche Diabetes Care Customer Care line at +852 2485 7512 (9:00 to 12:00 and 13:30 to 17:30 from Mondays to Fridays) if you need any additional advice on the handling of the Accu-Chek® Performa blood glucose meters or have any further questions or concerns. We appreciate your time and attention to this important notification.

Kind regards,

Diabetes Care  
Roche Diagnostics (Hong Kong) Limited