

FAQs for Accu-Chek[®] Performa Blood Glucose Meters:

Here you find important notices to ensure optimal battery life performance and specific instructions on how to handle power issues of Accu-Chek[®] Performa blood glucose meters.

Warning:

1. Always have a spare set of batteries.
2. Battery life may vary due to factors such as temperature and battery manufacturer.
3. Have a back-up testing method available.

Question 1: What should I do if my meter is powered on and displaying a low battery icon?

Answer:

1. Refer to the instructions in the user's manual on how to appropriately handle any errors that may occur.
2. If the instructions in the user's manual does not correct the situation, 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.

Question 2: What should I do if my meter will not power on or has short battery life?

Answer:

1. Refer to the instructions in the user's manual on how to appropriately handle any errors that may occur.
2. If the instructions in the user's manual does not correct the situation, 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.

Question 3: What can I do to ensure I can run a test whenever needed?

Answer:

Failure to test could cause a delay in therapy decisions and may potentially lead to a serious medical condition. Therefore it is strongly recommended to:

- Have a spare set of batteries, because battery life may vary due to factors such as temperature and battery manufacturer.
- Have a back-up testing method available. An example of a back-up testing method would be a back-up meter and strips. Ask your healthcare professional or pharmacist about other possible back-up methods.
- If you have further questions, 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.