



<Enter address here>

6 April 2009

**Important Product Information: Accu-Chek® Spirit insulin pumps – Serial Numbers (SN) up to 10006093**

Dear <Enter name here>

We would like to inform you about a corrective measure we have conducted with respect to the Accu-Chek Spirit insulin pump. Roche is in close contact with their customers all over the world through the respective sales representatives and Customer Service Centers and we received the information that in rare cases, patients using the Accu-Chek Spirit insulin pump (up to serial number SN 10006093) may experience intermittent failure of their “up” and/or “down” buttons before the button ceases to operate.

In the rare case that the above mentioned failures occur, this may result in reduced functionality of your insulin pump. In the highly unlikely event both buttons cease to operate the pump would not be capable of delivering a bolus nor be re-programmable. Your pump will continue to deliver the programmed basal insulin. To deliver your bolus, you would have to revert either to a replacement pump or to an insulin pen device

**Action Required:**

1. Please report a button failure to us immediately should you experience one. We will replace all pumps that exhibit this issue as a matter of priority.
2. Please ensure that you always have a back-up insulin delivery option at hand as prescribed by your healthcare professional.

As product quality is of utmost importance to us, please rest assured that we have thoroughly investigated this technical detail and carried out the appropriate modifications. **All Accu-Chek insulin pumps with serial numbers above SN 10006093 (displayed on the back of your pump) have new improved buttons so that the chance for failure is fully eliminated.**

To ensure comprehensive communication, we have also informed our healthcare professional customers.



We thank you for your understanding and do apologise for any inconvenience that this may cause. Should you want to ask any additional questions and/or seek clarification please do contact our Accu-Chek Pump Care Line Care Line on UK 0800 731 2291 or ROI 1800 882 351.

Sincerely,

Roche Diagnostics

Insulin Pump Team