

Wireless Communication and Meter Pairing

Default Device

7

Default Device

If more than 1 device is paired, select the default paired device for the **Auto-Send** and **Sync Time** features.

1



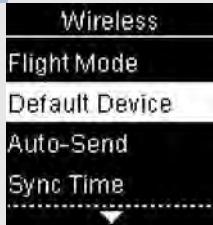
2



Turn the meter on by briefly pressing **OK**. From **Main Menu**, press **▼** to highlight **Settings**. Press **OK**.

Press **▼** to highlight **Wireless**.
Press **OK**.

3



Press **▼** to highlight **Default Device**. Press **OK**.

4



A list of paired devices appears.
Press **▼** to highlight the device you want as the default device.
Press **OK** to move **✓** to the option.
Press **OK** to set the option and return to the previous menu.

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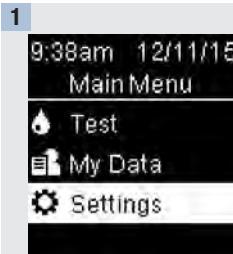
85

7 Wireless Communication and Meter Pairing

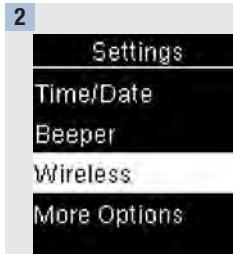
Auto-Send

Auto-Send

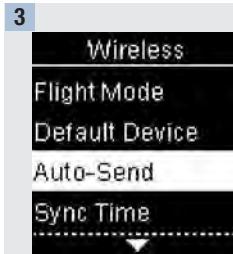
Select whether data is automatically sent to the default paired device after each test.



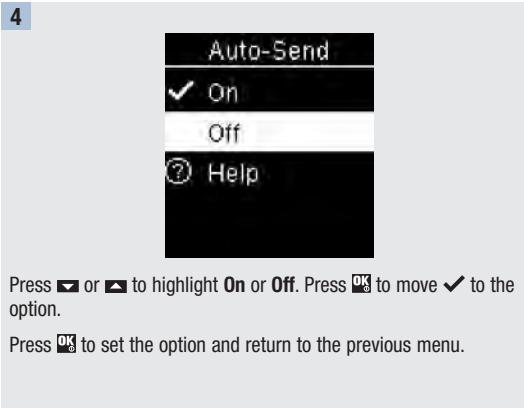
Turn the meter on by briefly pressing **OK**. From **Main Menu**, press **▼** to highlight **Settings**. Press **OK**.



Press **►** to highlight **Wireless**. Press **OK**.



Press **►** to highlight **Auto-Send**. Press **OK**.



Press **▼** or **▲** to highlight **On** or **Off**. Press **OK** to move **✓** to the option.

Press **OK** to set the option and return to the previous menu.

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Wireless Communication and Meter Pairing

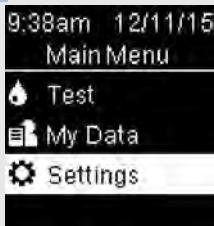
Sync Time

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Sync Time

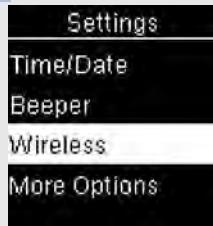
Select whether to synchronize the time and date to the default paired device.

1



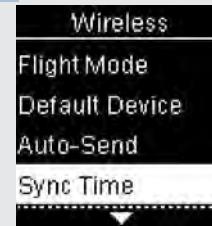
Turn the meter on by briefly pressing **OK**. From **Main Menu**, press **▼** to highlight **Settings**. Press **OK**.

2



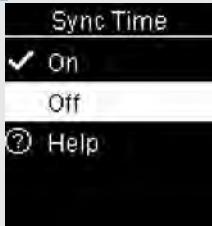
Press **▼** to highlight **Wireless**. Press **OK**.

3



Press **▼** to highlight **Sync Time**. Press **OK**.

4



Press **▼** or **▲** to highlight **On** or **Off**. Press **OK** to move **✓** to the option.

Press **OK** to set the option and return to the previous menu.

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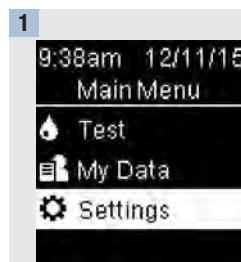
87

7 Wireless Communication and Meter Pairing

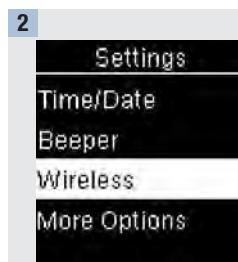
Pairing Additional Devices

This procedure is to add another paired device (assumes there is already 1 paired device).
You can pair 5 devices.

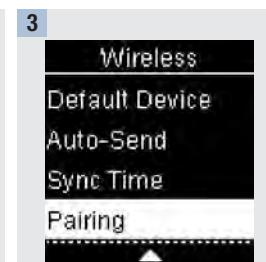
If you have 5 paired devices, you must delete a pairing before you can add another device.
The device you choose remains the default until you change it.



Turn the meter on by briefly pressing **OK**. From **Main Menu**, press **▼** to highlight **Settings**. Press **OK**.



Press **▼** to highlight **Wireless**. Press **OK**.



Press **▼** to highlight **Pairing**. Press **OK**.

DRAFT

Wireless Communication and Meter Pairing

7

Pairing Additional Devices

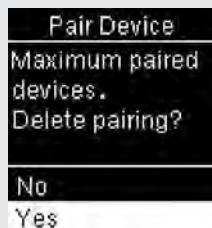
4



Press **◀** or **▶** to highlight **Pair Device**. Press **OK**.

If there are less than 5 paired devices:

Pair Device appears. Proceed to Step 5.



If there are already 5 paired devices:

Maximum paired devices appears. You must delete a paired device before you can proceed to Step 5. Press **◀** or **▶** to highlight **Yes**. Press **OK**.



Press **◀** or **▶** to highlight the device to delete. Press **OK**. Proceed to Step 5.

5

Prepare the other device for pairing. Refer to the other device's instructions for information about pairing.

6



The meter displays its code.

7

The mobile device displays a list of found devices, including the meter. Select the meter from the list. When prompted, enter the code displayed on the meter from Step 6 into the device to be paired.

89

DRAFT

Wireless Communication and Meter Pairing

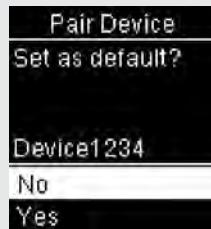
Pairing Additional Devices

8



When pairing is complete, ✓ and the name of the paired device appear. Press **OK**.

9



If there is more than 1 paired device, the meter asks if you want the new device to be the default device. Press ▶ or ▶ to highlight **No** or **Yes**. Press **OK** to set the option and return to **Pairing**.

Press ▶ to return to the previous menu.

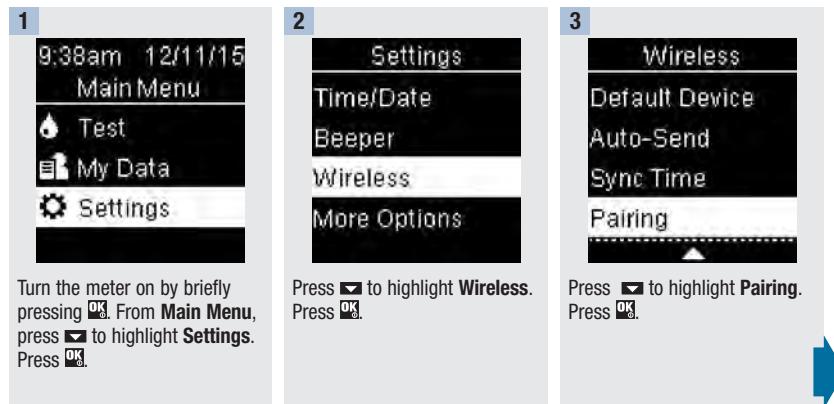
DRAFT

Delete Pairing

This procedure is to delete a paired device (assumes there is at least 1 paired device).

You can pair 5 devices. If you have 5 paired devices, you must delete a pairing before you pair to another device.

The device you choose remains the default until you change it.



7 Wireless Communication and Meter Pairing

Delete Pairing

4



Press **◀** or **▶** to highlight
Delete Pairing. Press **OK**.

5



Press **◀** or **▶** to highlight the
device to delete. Press **OK** to set
the option.

DRAFT

6



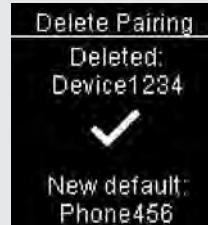
If the selected device is not the default device:

The pairing is deleted. The name of the deleted device and ✓ appear.



If the selected device is the default device:

The meter prompts you to select a new default device. If there is only 1 device remaining, it becomes the default device. The list of paired devices appears.



Highlight the new default device and press □. The name of the deleted device and ✓ appear, along with the new default device.

DRAFT

DRAFT

Meter and Lancing Device Cleaning and Disinfecting | 8

What is the difference between cleaning and disinfecting?

Cleaning is the removal of dirt from the meter or lancing device.³

Disinfecting is the removal of most, but not all, disease-causing and other types of microorganisms (bloodborne pathogens) from the meter or lancing device.³

Approved Cleaning and Disinfecting Product

The following product has been approved for cleaning and disinfecting the meter and lancing device:

Super Sani-Cloth (EPA* reg. no. 9480-4)

Super Sani-Cloth can be purchased from Amazon.com, Officedepot.com, and Walmart.com.

- Do not use any other cleaning or disinfecting solutions. Using solutions other than the Super Sani-Cloth could result in damage to the meter and lancing device.
- The effect of using more than one product interchangeably to clean and disinfect the meter and lancing device has not been tested. Always use Super Sani-Cloth to clean and disinfect the meter and lancing device.
- Roche has demonstrated that the product is good for 5-year use, after testing in a total of 260 disinfection cycles (equal to cleaning and disinfecting once per week for 5 years).

*Environmental Protection Agency

DRAFT

8

Meter and Lancing Device Cleaning and Disinfecting

NOTE

For technical assistance or questions on cleaning and disinfecting, contact the Accu-Chek Customer Care Service Center at 1-800-858-8072.

Cleaning and Disinfecting the Meter

WARNING

If the meter is being operated by a second person who is providing testing assistance to the user, the meter and lancing device should be cleaned and disinfected prior to use by the second person.

To clean and disinfect without damaging the meter, follow these procedures carefully.

When to Clean and Disinfect the Meter

- Clean the meter to remove visible dirt or other material prior to disinfecting.
- Clean and disinfect the meter at least once per week and when blood is present on the surface of the meter.
- Clean and disinfect the meter before allowing anyone else to handle the meter. Do not allow anyone else to use the meter on themselves for testing purposes.

NOTE

Using cleaning and disinfecting products could result in damage to the meter. If you notice any of the following signs of deterioration after cleaning and disinfecting your meter, stop using your meter and contact the Accu-Chek Customer Care Service Center at 1-800-858-8072: residue around buttons, clouding of display, button malfunction, out-of-range control results.

What to Clean and Disinfect

The following parts of the meter should be cleaned and disinfected:

- The area around slots and openings (do not get any moisture in slots or openings)
- The meter display
- The entire meter surface

DRAFT

Meter and Lancing Device Cleaning and Disinfecting

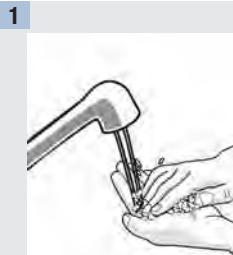
8

How to Clean and Disinfect the Meter

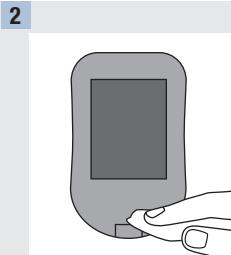
WARNING

Failure to follow these instructions will damage the meter and stop it from working properly.

- DO NOT clean or disinfect the meter while performing a blood glucose or control test.
- DO NOT get any moisture in slots or openings.
- DO NOT spray anything onto the meter.
- DO NOT immerse the meter in liquid.
- Always use the same product for both cleaning and disinfecting.



Wash hands thoroughly with soap and water.



Turn the meter off and wipe the entire meter surface with a Super Sani-Cloth. Carefully wipe around the test strip slot and other openings.

Make sure that no liquid enters any slot or opening.

1
2
3

A separate Super Sani-Cloth should be used for cleaning and disinfection. For disinfecting the meter, get a new cloth and repeat step 2, making sure the surface stays wet for 2 minutes. Make sure that no solution is seen in any slot or opening.

DRAFT

97

8

Meter and Lancing Device Cleaning and Disinfecting

4



Wash hands thoroughly with soap and water.

DRAFT

Cleaning and Disinfecting the Lancing Device

To clean and disinfect without damaging the lancing device, follow these procedures carefully.

When to Clean and Disinfect the Lancing Device

- Clean the lancing device to remove visible dirt or other material prior to disinfecting.
- Clean and disinfect the lancing device at least once per week to remove visible dirt or other material for safe handling.
- Clean and disinfect the lancing device before allowing anyone else to handle the lancing device, for instance, if you have someone assisting you. Do not allow anyone else to use the lancing device.

NOTE

- Do not throw away the cap after each use. Use the approved cleaning and disinfecting product on the cap.
- Always remove the lancet drum before cleaning or disinfecting the lancing device.
- Using cleaning and disinfecting products could result in damage to the lancing device. If you notice any of the following signs of deterioration after cleaning and disinfecting your lancing device, stop using your lancing device and contact the Accu-Chek Customer Care Service Center at 1-800-858-8072: residue around buttons, difficulty in priming the device, difficulty in inserting the lancet drum.
- You might observe a slight discoloration of the lancing device after multiple cleaning and disinfecting cycles. This does not affect the functionality of the lancing device.

What to Clean and Disinfect

The following parts of the lancing device should be cleaned and disinfected:

- The entire lancing device surface
- The cap

DRAFT

8 | Meter and Lancing Device Cleaning and Disinfecting

How to Clean and Disinfect the Lancing Device

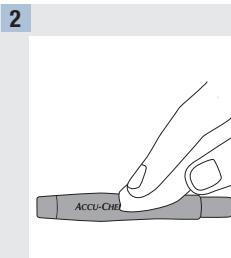
WARNING

Failure to follow these instructions may damage the lancing device and stop it from working properly.

- DO NOT get any moisture into any openings.
- Always use the same product for both cleaning and disinfecting.



Wash hands thoroughly with soap and water.



Wipe the entire surface of the lancing device and the inside of the cap with a Super Sani-Cloth.

A separate Super Sani-Cloth should be used for cleaning and disinfection. For disinfecting the lancing device, use a new cloth and repeat step 2 making sure the surface stays wet for 2 minutes.

DRAFT

Meter and Lancing Device Cleaning and Disinfecting | 8

4



Wash hands thoroughly with soap and water.

DRAFT

101

DRAFT

Meter Maintenance

The meter automatically tests its own systems every time you turn it on and lets you know if something is wrong. See the **Error Messages** section of this chapter.

If you have problems with the meter or think the results are not accurate, perform a control test with an unexpired test strip and control solution. If the control result is not within the acceptable range, contact the Accu-Chek Customer Care Service Center at 1-800-858-8072.

Changing the Batteries

1



Open the battery door on the back of the meter by pushing the tab in the direction of the arrow and pulling the door up.

2



Release the old batteries by pressing the button. Remove the old batteries.

3



Slide the new batteries under the black tabs and button, with the **(+)** side facing up. Put the battery door back in place and snap it closed.

NOTE

- The meter uses two 3-volt lithium batteries, coin cell type CR2032. This type of battery can be found in many stores. It is a good idea to have spare batteries available.
- Always replace both batteries at the same time and with the same brand.
- The logbook data is saved when you replace the batteries.

DRAFT

Error Messages

WARNING

- Never make therapy decisions based on an error message.
- If you have any concerns or see any other error message, contact the Accu-Chek Customer Care Service Center at 1-800-858-8072.



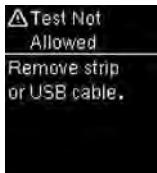
The meter will not turn on or the display is blank.

- Batteries are dead.
Insert new batteries.
- Display is damaged. / Meter is defective.

Contact the Accu-Chek Customer Care Service Center at 1-800-858-8072.

- Extreme temperatures.

Move the meter to a more temperate area.



The meter is connected to a PC and a test cannot be performed.

EITHER remove the USB cable and perform a test OR remove the test strip and start a data transfer.



The connection between the meter and PC was lost.

Disconnect and reconnect the USB cable and retry the connection. Contact the Accu-Chek Customer Care Service Center at 1-800-858-8072 if the connection is lost again.

DRAFT

 No Connection

Connect USB cable to continue.

There is no connection between the meter and PC. Connect the USB cable and retry the connection.

 Transfer Failed

Ensure paired device is within range and turned on.

Blood glucose results were not transferred to a paired device. Make sure the paired device is within range of the meter and turned on.

 Connection Failed

Check PC or USB cable.

Data could not be transferred from the meter to the PC. Check the PC or USB cable.

 Transfer Not Allowed

Wireless communication not allowed in flight mode.

Data cannot be sent to a paired device because the meter is in Flight Mode.

Retry the data transfer when the meter is not in Flight Mode.

 Results Excluded

One or more results may be excluded from averages.

One or more blood glucose test results are excluded from the selected averages because the results are invalid or outside the system measurement range.

 Results Excluded

One or more results may be excluded from target % data.

One or more blood glucose results are excluded from the selected target % data because the test results are invalid.

Meter Maintenance and Troubleshooting

Results Excluded

One or more results may be excluded from low/high data because the test results are invalid.

One or more blood glucose results are excluded from the selected low/high data because the test results are invalid.

Invalid Date

Check the date.

The date entered is not valid.
Enter the correct date.

Flight Mode Active

Wireless is off.
Selected setting was saved.

A meter setting was changed while in Flight Mode.

The setting change will not take effect until Flight Mode is turned off.

Flight Mode Active

Wireless is off.
Pairing is not allowed.

Pairing to a device cannot be performed while in Flight Mode.
Retry pairing when the meter is not in Flight Mode.

Auto-Send Not Complete

Transfer still pending. Ensure paired device is within range and turned on.

The blood glucose result has not been sent to the default paired device. The transfer is still pending.

Place meter and paired device closer together.

Pairing Failed

Retry pairing.

The meter was unable to pair with a device.

Retry the pairing.

Strip Error

Reinsert or
replace with
new strip.

(E-1)

The test strip may be damaged,
not properly inserted, or was
previously used.

Remove and reinsert the test
strip or replace it if damaged or
previously used.

Test Error

Retest with
new strip.

(E-3)

A meter or test strip error has occurred.

Repeat the blood glucose test.

If a second E-3 code appears, perform a control test with the
control solution and a new test strip.

- If the control result is within the acceptable range, review the
proper testing procedure and repeat the blood glucose test with
a new test strip.
- If the control result is not within the acceptable range, see the
Understanding Out-of-Range Control Results section in the
chapter **Control Tests**.

In rare cases, an E-3 error code may indicate that your blood
glucose is extremely high and above the system's reading range.
If you do not feel like your blood glucose is extremely high, repeat
the blood glucose test. See the **Unusual Blood Glucose Results**
section in the chapter **Blood Glucose Tests**. If the E-3 code still
appears for your blood glucose test, **contact your healthcare
professional immediately**.

DRAFT

Meter Maintenance and Troubleshooting

Drop Too Small

Retest with new strip.

(E-4)

Not enough blood or control solution was drawn into the test strip for measurement or was applied after the test had started.

Discard the test strip and repeat the blood glucose or control test.

Drop Applied Early

Retest with new strip.

(E-6)

Blood or control solution was applied to the test strip before **Apply drop** appeared.

Discard the test strip and repeat the blood glucose or control test.

Electronic Error

Remove batteries, press any button, reinsert batteries.

(E-7)

An electronic error occurred.

Remove the batteries, press and hold the Power/Set/OK button for at least 2 seconds, and reinsert the batteries. Perform a blood glucose or control test.

Temperature Error

Move meter to correct temperature.

(E-8)

The temperature is above or below the proper range for the system.

Refer to the test strip package insert for system operating conditions. Move to an area with the appropriate conditions and repeat the blood glucose or control test. Do not artificially heat or cool the meter.

Replace Batteries

Replace batteries now.

(E-9)

The batteries are out of power.

Change the batteries now. If the message reappears after the batteries have been replaced, remove the batteries, press and hold the Power/Set/OK button for at least 2 seconds, then reinsert the batteries.

Time/Date Error

Correct time/date if necessary.

(E-10)

The time and date setting may be incorrect.

Make sure the time and date are correct and adjust, if necessary.

Test Error

Retest with new strip.

(E-11)

The test strip may be damaged.
Retest with a new test strip.

High Ascorbate

Contact your healthcare professional.

(E-12)

Your blood sample may contain a high level of ascorbate.

Contact your healthcare professional.

Strip Error

Reinsert or replace with new strip.

(E-13)

Fluid or foreign material may be present in the test strip slot.

Remove and reinsert the test strip or repeat the blood glucose or control test with a new test strip. If the problem persists, contact the Accu-Chek Customer Care Service Center at 1-800-858-8072.

Electronic Error

Contact Roche.

(E-14)

An electronic error has occurred.

Contact the Accu-Chek Customer Care Service Center at 1-800-858-8072.

(E-14)

DRAFT

Meter Maintenance and Troubleshooting

Sync Time
Meter time has
been updated to
match time on
paired device.

The meter time and date have
been changed to match the
paired device.

Logbook

No stored results

There are no results in the
Logbook.

Logbook
mg/dL
#100 ---

Invalid result

There is an invalid result in the
Logbook.

Average

* After meal
7 days

No data for
selection

Tests:

Target %

* After meal
7 days

No data for
selection

Tests:

There are no test results in range for the selected
data.

110
DRAFT

Meter Maintenance and Troubleshooting

9

Target %

No data available.
Enable target
ranges to track
target data.

Target Ranges is Off and there
are no results for the Target %
data stored in the meter.

Low/High Data

No data available.
Enable target
ranges to track
low/high BG data.

Target Ranges is Off and there
are no results for the low/high
data stored in the meter.

↑ High BG Data

No high BG data
available

↓ Low BG Data

No low BG data
available

There are no results stored in the meter for the
selected data.

DRAFT

111

Meter Maintenance and Troubleshooting

Patterns

No active patterns based on last 7 days of data.

Patterns is **On** but there are no active patterns stored in the meter.

Patterns

No data available. Turn on Patterns in Settings to show patterns for results marked

Patterns

with comments.

Patterns is **Off**.

9:38am 12/11/15

HI

Add Comment

Blood glucose may be higher than the measurement range of the system.

See the **Unusual Blood Glucose Results** section in the chapter **Blood Glucose Tests**.

9:38am 12/11/15

LO

Add Comment

Blood glucose may be lower than the measurement range of the system.

See the **Unusual Blood Glucose Results** section in the chapter **Blood Glucose Tests**.

Product Limitations

See the literature packaged with the test strips and control solutions for the latest information on product specifications and limitations.

Specifications	
Blood volume	Refer to the test strip package insert.
Sample type	
Measuring time	
Measuring range	
Test strip storage conditions	
System operating conditions	
Meter storage conditions	Temperature: -13–158 °F
Memory capacity	720 blood glucose results and 32 control results with time and date
Automatic off	90 seconds
Power supply	Two 3-volt lithium batteries (coin cell type CR2032)
Display	LCD
Dimensions	80 × 47 × 20 mm (LWH)
Weight	Approx. 40 g (with batteries)
Construction	Hand-held
Protection class	III
Meter type	The Accu-Chek Guide meter is suitable for continuous operation.
Control solution storage conditions	Refer to the control solution package insert.
Interfaces	USB: micro-B connector; Bluetooth; Continua Certified® to a Continua Certified manager. 
Radio frequency connectivity	Bluetooth low energy technology operating in the frequency band of 2402 MHz to 2480 MHz with a maximum transmitted power of 0 dBm (1 mW).

DRAFT

10 | Technical Information

Bluetooth® Wireless Technology –The meter uses *Bluetooth* smart class II wireless technology to communicate and transfer information. *Bluetooth* wireless technology is a form of radio frequency (RF) technology that operates in the unlicensed industrial, scientific and medical band at 2.4 to 2.485 GHz. The RF channel utilized for communication between the meter and other devices, such as a smartphone, is not an open channel. The meter can only communicate with the device that

1. is *Bluetooth* smart,
2. it is paired with, and
3. has an application that can accept the meter's data.

This device complies with United States Federal Communication Commission (FCC) standards. The device complies with FCC Part 15 Rules. Operation of the device is subject to the following conditions:

1. This device may not cause harmful interference and
2. must accept any interference received, including interference that may cause undesired operation.

Compliance with these guidelines means that under normal, daily circumstances, the device should not affect the operation of other devices. In addition, the device should operate normally in the presence of other devices.

In the event there is interference from another device, it is recommended that you increase the distance between the meter and that device. You can also turn off the interfering device. In addition, you can turn off *Bluetooth* wireless technology on the meter. Changes or modifications to the device not expressly approved by Roche could void the user's authority to operate the device. The device has been tested and found to comply with the limits for a Class B digital device. The device generates, uses, and can radiate radio frequency energy.

DRAFT

Electromagnetic Compatibility – This meter meets the electromagnetic immunity requirements as per EN ISO 15197. The chosen basis for electrostatic discharge immunity testing was basic standard IEC 61000-4-2. In addition, the meter meets the electromagnetic emissions requirements as per EN 61326. The meter's electromagnetic emission is thus low. Interference from the meter to other electrically-driven equipment is not anticipated.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

This equipment complies with FCC and IC radiation exposure limits set forth for an uncontrolled environment. This equipment is in direct contact with the body of the user under normal operating conditions. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

NOTE

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance (i.e. the manufacturer) could void the user's authority to operate the equipment.

DRAFT

10 | Technical Information

Performance Analysis – Refer to the test strip package insert.

Test Principle – Refer to the test strip package insert.

110
DRAFT

Product Safety Information

WARNING

- This meter meets IEC 61010-1, IEC 61010-2-101 and IEC 60950-1 safety standards.
- Strong electromagnetic fields may interfere with the proper operation of the meter. Do not use the meter close to sources of strong electromagnetic radiation.
- To avoid electrostatic discharge, do not use the meter in a very dry environment, especially one in which synthetic materials are present.

Travel Documentation

If you are traveling on a commercial airline, you may be required to provide documentation certifying that this meter meets environmental conditions and test procedures for Airborne Equipment (RTCA DO-160) section 21 Emission of Radio Frequency Energy. Visit accu-check.com or contact the Accu-Chek Customer Care Service Center at 1-800-858-8072 to obtain a copy of the document.

DRAFT

10 | Technical Information

Discarding the Meter, Test Strips, Lancing Devices, Lancets, and Batteries

WARNING

- Any product coming in contact with blood is considered contaminated (potentially infectious).*
- During normal testing, any blood glucose meter may come in contact with blood.
- Lancing devices may also be considered sharps. Disposal of sharps is regulated by law in many jurisdictions.

Roche is committed to recycling and sustainability. Comply with any laws or ordinances relating to the disposal of sharps and/or contaminated products. Contact your local health department or other appropriate authorities for proper handling and disposal of used meters, used test strips, used lancets, and used batteries.

Consider the following points when discarding used testing materials: Consider recycling the meters and batteries at an appropriate facility. Be aware the meter is potentially hazardous electronics scrap (e-scrap) and should be disposed of accordingly. The batteries are potentially hazardous also and should be discarded accordingly.

Disinfect the meter before recycling or discarding.

*29 CFR 1910.1030 – Bloodborne pathogens

DRAFT

Explanation of Symbols

	Caution, refer to safety-related notes in the instructions for use accompanying this product.
	Biological Risks – used meters carry a risk of infection.
FCC ID: WX3-126	This device complies with Part 15 of the FCC Rules.
	Global Trade Item Number
	Serial number
	3-volt coin cell type CR2032

Additional Supplies

Test Strips: Accu-Chek Guide test strips

Control Solutions: Accu-Chek Guide control solutions

Lancets: Accu-Chek FastClix 102-ct. lancet drums (17-6 ct. drums)

References

¹ FDA Public Health Notification: "Use of Fingerstick Devices on More than One Person Poses Risk for Transmitting Bloodborne Pathogens: Initial Communication, (2010). Update 11/29/2010." <http://www.fda.gov/MedicalDevices/Safety/AlertsandNotices/ucm224025.htm>. Accessed March 20, 2012.

² CDC Clinical Reminder: "Use of Fingerstick Devices on More than One Person Poses Risk for Transmitting Bloodborne Pathogens, (2010)." <http://www.cdc.gov/injectionsafety/Fingerstick-DevicesBGM.html>. Accessed March 20, 2012.

³ Healthcare Infection Control Practices Advisory Committee (HICPAC), William A. Rutala, Ph.D., M.P.H., and David J. Weber, M.D., M.P.H. Centers for Disease Control and Prevention, 2008. "Guideline for Disinfection and Sterilization in Healthcare Facilities." Atlanta.

DRAFT

10 | Technical Information

DRAFT

Warranty

Accu-Chek Guide Meter 30-day Money-back Guarantee for Qualifying Consumers

Roche offers qualifying consumers that purchase an Accu-Chek Guide meter, a 30-day money back guarantee. If you are not fully satisfied with your Accu-Chek Guide meter, contact the Accu-Chek Customer Care Service Center toll-free at 1-800-858-8072 to determine whether you qualify to receive a full refund within 30 days of purchase. If you are covered under Medicare, Medicaid, other federal/state programs, or private insurance you are NOT eligible for this money-back offer. Consumers affected by this exclusion may instead request a different Accu-Chek meter/system. The refund will be limited to the amount paid by you net of any rebates. You must have a copy of the dated itemized purchase receipt and the original packaging to obtain this refund.

Accu-Chek Guide Meter Limited 3-Year Warranty

Roche warrants to the original purchaser of the meter that your Accu-Chek Guide meter will be free from defects in materials and workmanship for three years from the date of purchase. If, during this 3-year period, the meter does not work properly because of a defect in materials or workmanship, Roche will replace it with a new Accu-Chek Guide meter or equivalent product free of charge. The warranty on the replacement meter will expire on the date of the original warranty expiration or 90 days after the shipment of a replacement system, whichever period is longer. The purchaser's exclusive remedy with respect to the Accu-Chek Guide meter shall be replacement.

This warranty does not apply to the performance of an Accu-Chek Guide meter that has been damaged by accident or has been altered, misused, tampered with, or abused in any way. Roche will handle meters that show damage or abuse according to its Non-Warranty Service Policy described on the following page.

THE ABOVE WARRANTY IS EXCLUSIVE OF ALL OTHER WARRANTIES, AND ROCHE MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL ROCHE BE LIABLE TO THE PURCHASER OR ANY OTHER PERSON FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES ARISING FROM OR IN ANY WAY CONNECTED WITH THE PURCHASE OR OPERATION OF THE METER OR ITS PARTS. NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IF ANY IS IMPLIED FROM THE SALE OF THE METER, SHALL EXTEND FOR A LONGER DURATION THAN THREE YEARS FROM THE DATE OF PURCHASE.

Some states do not allow limitations on how long an implied warranty will last or the exclusion of incidental or consequential damages, so the above limitation and exclusion may not apply to you. This warranty gives you specific legal rights, which vary from state to state.

DRAFT

11 License and Warranty

Non-Warranty Service Policy

Roche Non-Warranty Service Policy applies to meters where the above warranty has not become effective, has become inapplicable, or has expired. Roche will replace, at its option, meters returned to it for a service charge (not to exceed \$35).

Replacement will be with the same or similar product. Replacement meters will be warranted for a period of 90 days from shipment under a limited warranty providing for replacement of parts and labor at no charge.

Warranty and Service Instructions

All requests for return of Accu-Chek Guide meters under the above warranty or service policy must be made to the Accu-Chek Customer Care Service Center. You will be mailed a return authorization label, which must be affixed to your carton for shipping the system to Roche. Cartons received without this label will be returned to you at your expense.

Customers experiencing difficulties should review the troubleshooting information in **Meter Maintenance and Troubleshooting** of this manual. Further inquiries should be directed to the Accu-Chek Customer Care Service Center.

Be sure to fill out and mail the Warranty Card that comes with the Accu-Chek Guide system.

DRAFT

Limited License

WARNING

CAUTION – A RESTRICTED LICENSE LIMITS USE OF THE ACCU-CHEK GUIDE SYSTEM (meter and test strips) IN THE UNITED STATES – READ CAREFULLY THE LIMITATIONS RECITED BELOW.

The Accu-Chek Guide system (meter and test strips) and its use are protected by U.S. Patent Nos. 6,645,368 (expires 22-December-2017); 7,276,146 (expires 4-October-2022); 7,276,147 (expires 4-October-2022); 8,349,168 (expires 4-October-2022); 8,425,759 (expires 4-October-2022); 9,017,543 (expires 4-October-2022); 9,017,544 (expires 4-October-2022); 8,298,401 (expires 4-October-2022); 8,303,801 (expires 4-October-2022); 8,329,026 (expires 4-October-2022); 7,407,811 (expires 9-May-2020); 7,452,457 (expires 2-May-2026); 7,488,601 (expires 1-February-2026); 7,494,816 (expires 29-December-2019); 8,377,707 (expires 17-October-2023); 8,859,293 (expires 17-October-2023); 7,569,126 (expires 28-December-2026); and 8,361,291 (expires 8-October-2024). A license to use the Accu-Chek Guide system is required until the expiration of the last-to-expire patent listed above and is only granted when the Accu-Chek Guide meter is used with the Accu-Chek Guide test strips.

Accu-Chek Guide test strips are specifically manufactured for operation with the Accu-Chek Guide meter. Use of other test strips supplied by another manufacturer may prevent or impair the proper function of the Accu-Chek Guide system.

Using the Accu-Chek Guide system indicates your acceptance of the restricted license to use the Accu-Chek Guide system only with Accu-Chek Guide test strips. If you do not agree to the terms and conditions of the restricted license, you may return, at the place of purchase, the unused Accu-Chek Guide system for a full refund. If you have any questions, please call the Accu-Chek Customer Care Services Center at 1-800-858-8072.

Except where prohibited by statute, all warranties covering the Accu-Chek Guide system are voided by use of the Accu-Chek Guide system with any test strips other than Accu-Chek Guide test strips.

DRAFT

11 | License and Warranty

WARNING

A RESTRICTED LICENSE LIMITS USE OF THE ACCU-CHEK FASTCLIX SYSTEM (lancing device and lancet drums) IN THE UNITED STATES. READ CAREFULLY THE LIMITATIONS RECITED BELOW.

The Accu-Chek Fastclix system (device and lancet drums) and its use are protected by U.S. Patent Nos. 7,322,998 (expires 3-March-2020); and 7,785,338 (expires 5-January-2026). A license to use the Accu-Chek Fastclix system is required until the expiration of the last-to-expire patent listed above and is only granted when Accu-Chek Fastclix lancet drums are used with the Accu-Chek Fastclix device.

Accu-Chek Fastclix lancet drums are high precision components that are produced to the close tolerances required for satisfactory operation with the Accu-Chek Fastclix device. Use of other lancet drums with the Accu-Chek Fastclix device may prevent or impair proper function of the Accu-Chek Fastclix device.

Using the Accu-Chek Fastclix device indicates your acceptance of the restricted license to use the Accu-Chek Fastclix device only with Accu-Chek Fastclix lancet drums. If you do not agree to the terms and conditions of the restricted license, you may return, at the place of purchase, the unused Accu-Chek Fastclix device for a full refund. If you have any questions, please call the Accu-Chek Customer Care Services Center at 1-800-858-8072.

Except where prohibited by statute, all warranties covering the Accu-Chek Fastclix device are voided by use of the Accu-Chek Fastclix device with any lancet drums other than Accu-Chek Fastclix lancet drums.

Patent Information

U.S. Pat.: <http://www.roche-diagnostics.us/patents>

DRAFT

Index

A

alternate site testing 33

averages 66

B

battery, changing 103

battery type 113

blood glucose results, unusual 34

blood glucose test, performing 25

blood glucose, warnings 29

button, functions 12

C

comfort dial 11, 19

comments, adding to results 30

control results, out-of-range 42

control solution 37

control test, performing 38

D

data transfer 76

USB 78

wireless 76

H

high blood glucose 35

hyperglycemia 35

hypoglycemia 35

L

lancet drum, changing 22

lancet drum, inserting 20

lancing device, cleaning and disinfecting 99

lancing device, using 21

logbook 64

low blood glucose 35

low/high data 69

M

maintenance, meter 103

meter, cleaning and disinfecting 96

P

patterns 73

product limitations 113

product safety information 117

product specifications 113

S

safety information 3

settings, meter 43

beeper 46

language 61

last result 59

patterns 50

post meal 56

reminders 53

target ranges 47

time/date 45

supplies 119

symbols, blood glucose results 31

symbols, explanation of 119

symbols, meter display 15

symptoms, hypoglycemia/hyperglycemia 35

T

target % data 67

technical information 113

test strips 24

U

use by date 24, 37

W

warranty 121

wireless communication

auto-send 86

default device 85

delete paired device 91

flight mode 84

overview 81

pairing additional device 88

pairing, first time 82

sync time 87

DRAFT

Notes

DRAFT

Notes

DRAFT

127

Notes

DRAFT

DRAFT

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