

ACCU-CHEK® Guide Me
Blood Glucose Monitoring System



User's Manual for Single Patient Use Only

BLOOD GLUCOSE METER



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Important Safety Information

The Accu-Chek Guide Me System

The Accu-Chek Guide Me Blood Glucose Monitoring System is comprised of the Accu-Chek Guide Me meter and the Accu-Chek Guide test strips.

The Accu-Chek Guide Me Blood Glucose Monitoring System is intended to quantitatively measure glucose in fresh capillary whole blood from the fingertip, palm, and upper arm as an aid in monitoring the effectiveness of glucose control.

The Accu-Chek Guide Me Blood Glucose Monitoring System is intended for in vitro diagnostic single-patient use by people with diabetes at home.

The Accu-Chek Guide Me Blood Glucose Monitoring System is intended to be used by a single person and should not be shared.

This system is not for use in diagnosis or screening of diabetes mellitus, nor for neonatal use.

Alternative site testing should be done only during steady-state times (when glucose is not changing rapidly).

The Accu-Chek Guide control solutions are for use with the Accu-Chek Guide Me Blood Glucose Monitoring System to check that the meters and test strips are working together properly and that the test is performing correctly.

Intended User / Target Population

- Intended for self-testing by people with diabetes (single patient multiple use).

Meter type

Accu-Chek Guide Me Model 897

Product catalogue numbers

08499888, 08499896, 08499918, 08499900

The system includes:

The Accu-Chek Guide Me meter with batteries, the Accu-Chek Guide test strips,* the Accu-Chek Guide control solutions,* the Accu-Chek Softclix lancing device,* the Accu-Chek Softclix lancets.*

*Some items may not be included in the kit. They are a separate purchase.

WARNING



- Choking hazard. Small parts. Keep away from children under the age of 3 years.
- Keep new and used batteries away from children. Ingestion or insertion into the body may cause chemical burns, perforation of soft tissues, and death. Severe burns may occur within 2 hours of swallowing. If you think a battery might have been swallowed or placed inside any part of the body, seek medical attention immediately.
- If the battery compartment does not close securely, stop using the product and keep it away from children. Contact the Accu-Chek Customer Care Service Center at 1-800-858-8072.

NOTE

- The term “blood glucose” is used when referring to “blood sugar.”
- Sample data screens are shown throughout the manual. Your data will differ.

Important Safety Information

Limitations

- Do not use the meter at high hematocrit levels above 65 % or low hematocrit levels below 10 %.
- Do not use this system if you are being treated with propylthiouracil (PTU) for hyperthyroidism or thyrotoxic crisis. This will produce an E-3 error message. Never make therapy decisions based on an error message.
- Not for use in diagnosis or screening of diabetes mellitus.
- Not for neonatal use.
- Abnormally high concentrations (greater than 5 mg/dL) of ascorbic acid (vitamin C) may cause inaccurate results. High-dose vitamin C therapy that would result in abnormally high concentrations is typically prescribed by a healthcare professional. If you are not sure if this applies to you, please check with your healthcare professional.
- Do not use the meter system to measure blood glucose in people who are experiencing cardiovascular collapse (severe shock) or decreased peripheral blood flow.
- Do not use during or soon after xylose absorption testing since xylose may cause inaccurate results. Xylose absorption testing is performed under the supervision of a healthcare professional. Ask your healthcare professional how long to wait after xylose testing before performing a blood glucose test.
- Not for use on critically ill patients, patients in shock, dehydrated patients, or hyperosmolar patients with or without ketosis.

- This system has not been tested at altitudes higher than 10,150 feet.

Need Help?

For questions, contact the Accu-Chek Customer Care Service Center toll-free at 1-800-858-8072. Hours of operation are Monday through Friday between 8:00 am and 8:00 pm eastern time (ET). We offer assistance in many languages. You can also visit accu-chek.com for diabetes management tools and product demonstrations.

Please register your meter online at accu-chek.com/register so you receive the best customer service possible and product update news.

About Testing Yourself or Others

WARNING

- DO NOT CHANGE YOUR THERAPY BASED ON A TEST RESULT THAT DOES NOT MATCH HOW YOU FEEL OR IF YOU BELIEVE THAT YOUR TEST RESULT COULD BE INCORRECT.
- It is strongly recommended to have a back-up testing method available. Failure to test could cause a delay in therapy decisions and lead to a serious medical condition. Examples of back-up testing methods include a back-up meter and test strips. Ask your healthcare professional or pharmacist about other possible back-up methods.

Important Safety Information

- If your blood glucose result does not match how you feel and you have followed the instructions in this User's Manual, follow your healthcare professional's instructions, or contact your healthcare professional.
- During normal testing, any blood glucose meter or lancing device may come in contact with blood. All parts of the kit are considered biohazardous and can potentially transmit infectious diseases from bloodborne pathogens, even after you have performed cleaning and disinfecting.^{1,2}
- The meter and lancing device should never be used by more than one person. Do not share the meter and lancing device with anyone, including family members, due to the risk of infection from bloodborne pathogens.^{1,2} Do not use on multiple patients!
- Use of this device on multiple patients may lead to transmission of Human Immunodeficiency Virus (HIV), Hepatitis C Virus (HCV), Hepatitis B Virus (HBV), or other bloodborne pathogens.
- Cleaning and disinfecting the meter and lancing device destroys most, but not necessarily all, bloodborne pathogens.³
- 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.
- Disinfect the meter and lancing device before allowing anyone else to handle them. Do not allow anyone else to test with the meter or lancing device.

- It is important to keep the meter and lancing device clean and disinfected. For instructions on how to clean and disinfect the meter and lancing device, see the chapter Meter and Lancing Device Cleaning and Disinfecting.
- Wash hands and dry thoroughly before and after handling the meter, lancing device, or test strips.

NOTE

- Perform a control test if you think that a test result is incorrect. Performing a control test lets you know that the meter and test strips are working properly.
- Refer to the test strip and control solution package inserts for additional health-related information.
- Blood glucose and BG are interchangeable and mean the same thing.

Special Information for Caregivers

- Consult your healthcare professional to determine if it is appropriate for your child to be taught how to use the meter system or any other medical products.
- Some people with diabetes do not experience symptoms of low blood glucose (hypoglycemia). Others, such as children or people who are unconscious or have certain disabilities, may not be able to communicate their symptoms to caregivers. For these reasons, do not change any therapy without first talking to a healthcare professional.

Important Safety Information

Before You Start Testing

WARNING

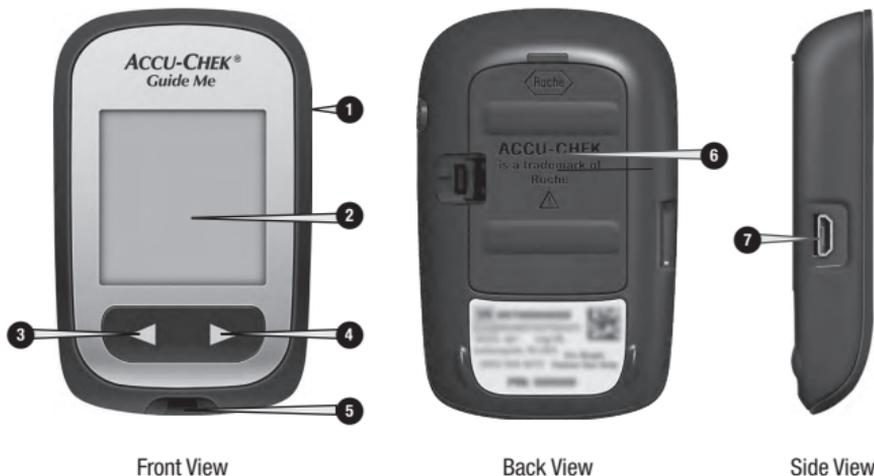
- Carefully read and follow the instructions in the User's Manual and package inserts for the test strips and control solutions. It is very important to follow the instructions in order to avoid an incorrect test result that may lead to improper therapy.
- Inspect the test strip container before using the test strips for the first time. If you see any damage to the container cap or if anything prevents the cap from closing properly, do not use the test strips. Contact the Accu-Chek Customer Care Service Center at 1-800-858-8072. Damaged test strips can cause inaccurate results, which could lead to improper therapy.
- The meter, test strips, and control solution are only for use outside the body (in vitro). Do not eat the test strips. Do not swallow or inject the control solution or use the control solution for any purpose other than testing the Accu-Chek Guide Me system.

NOTE

Set the time and date on the meter before you begin testing.

1 Your New System

The Accu-Chek Guide Me Meter



1. Power/Set Button

Turns meter on or off and sets options.

2. Display

Shows results, messages, and test results stored in memory.

3. Left Arrow Button

Press to enter memory, adjust settings, and scroll through test results.

4. Right Arrow Button

Press to enter memory, adjust settings, and scroll through averages.

5. Test Strip Slot

Insert test strip here.

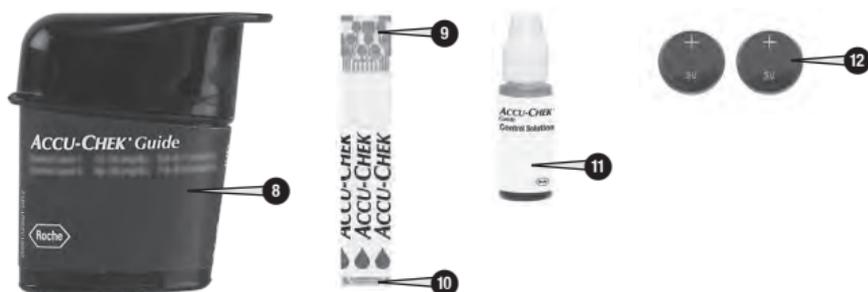
6. Battery Door

Open to replace batteries.

7. Micro USB Port

Transfers data from meter to a computer (PC).

1 Your New System



8. Test Strip Container*

9. Test Strip* – Metallic End

Insert this end into meter.

10. Test Strip* – Yellow Edge

Touch blood drop or control solution here.

11. Control Solution Bottle*

12. Batteries

The Accu-Chek Softclix Lancing Device



1. Cap with Comfort Dial Depth Selection

For fingertip testing.

2. Ejector

Slide to release lancet.

3. Release Button

Press to prick.

4. Priming Button

Press to prime.

5. Lancet

*Some items may be sold separately.

1 Your New System

Using the Meter Buttons

When instructed to press a meter button, press it briefly and release it.

When instructed to press and **hold** a meter button, press and hold it for 3 or more seconds.

Button Functions

Here are the functions of the power/set button and arrow buttons on the meter. These functions are used throughout this manual.

Button	Function	Action
 [power/set button]	Turn the meter on or off. Navigate to an option or set a selection.	Press and release.
	Check the meter display. 	With the meter off, press and hold to see the complete meter display. If one of the segments is missing or looks different from this picture, do not use the meter. Contact the Accu-Chek Customer Care Service Center at 1-800-858-8072.
 [left arrow and right arrow buttons]	Adjust settings for time and date and scroll through test results in memory.	Press and release or press and hold to scroll faster.

1 Your New System

Symbols

Symbol	Description
	7-day average symbol. This indicates that you are viewing the 7-day average of your blood glucose results.
	14-day average symbol. This indicates that you are viewing the 14-day average of your blood glucose results.
	30-day average symbol. This indicates that you are viewing the 30-day average of your blood glucose results.
	90-day average symbol. This indicates that you are viewing the 90-day average of your blood glucose results.
	Bluetooth® symbol
	Control bottle symbol
	Drop symbol
	Hourglass symbol
	Low battery symbol
	No data to display
	Pairing symbol. A flashing symbol indicates the meter is attempting to pair with a device. A solid symbol indicates the meter pairing was successful.
	Temperature warning symbol
	Test strip symbol. A flashing symbol indicates the meter is ready for you to insert a test strip.
	Wireless symbol. A flashing symbol indicates the meter is attempting to connect to the paired device. A solid symbol indicates the meter is connected to a paired device.

1 Your New System

Setting the Time and Date

1



Press and release **⏻** to turn the meter on.

The flashing test strip symbol appears on the display.

2



Press and **hold** **⏻** until **set-up** appears on the display. The hour flashes.

Press **⏪** or **⏩** to decrease or increase the hour.

3



Press **⏻** to set the hour and move to the next field.

4



Repeat steps 2 and 3 to set minutes, am or pm, month, day, and year. Press and **hold** **⏻** until the flashing test strip symbol appears. Insert a test strip to perform a test.

NOTE

- The meter prompts you to set the time and date the first time you turn the meter on or if an error occurs.
- Press and hold **⏻** at any time until the flashing test strip symbol appears to perform a test.
- The time and date on the meter synchronize to the time and date on the paired device each time the meter sends data to the paired device.

2 The Accu-Chek Softclix Lancing Device

Using the Accu-Chek Softclix Lancing Device

	<ul style="list-style-type: none">• The black cap is for fingertip testing only.• Remove the cap by pulling it straight off. Do not twist the cap.
	<ul style="list-style-type: none">• The penetration depth indicator on the comfort dial shows the current depth setting. The higher the number, the deeper the penetration. The best depth setting is the lowest number that lets you get enough blood for a test. Try different depth settings to find the one that is right for you.• For soft skin, we suggest a depth setting of 2. For thick skin, try a higher depth setting.

Inserting a Lancet

You must first insert a lancet into the lancing device to get it ready for use.

1



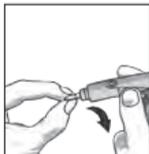
Remove the lancing device cap by pulling it straight off. Do not twist the cap.

2



Insert a new lancet into the lancing device until it clicks.

3



Twist off the lancet's protective cap.

4



Place the cap back on the lancing device. Make sure the notch on the cap lines up with the notch on the lancing device.

2 The Accu-Chek Softclix Lancing Device

Using the Accu-Chek Softclix Lancing Device

1



Adjust the lancet depth by turning the comfort dial.

2



Press the priming button in as far as it will go, like a pen.

The release button turns yellow when the lancing device is ready.

3

Obtain a blood drop. See the chapter Blood Glucose Tests.

NOTE

- DO NOT press the release button while pressing the priming button.
- ALWAYS use a new, sterile lancet each time you test to avoid infection.
- NEVER reuse a lancet.
- NEVER share your lancing device with anyone.

3 Blood Glucose Tests

WARNING

- The meter and lancing device should never be used by more than one person. Do not share the meter and lancing device with anyone, including family members, due to the risk of infection from bloodborne pathogens.^{1,2} Do not use on multiple patients!
- Blood glucose results can be displayed in either mg/dL or mmol/L. The back label of the meter shows the unit of measurement. This meter is set to mg/dL. If the meter shows the wrong unit, contact the Accu-Chek Customer Care Service Center at 1-800-858-8072. The correct unit of measurement in the US is mg/dL. If you do not know which unit of measurement is correct for you, contact your healthcare professional. Using the wrong unit of measurement may cause misinterpretation of your actual blood glucose level and may lead to improper therapy.



mg/dL is printed here

Using the Accu-Chek Guide Me System

WARNING

To prevent inaccurate results:

- If you drop the meter or drop the meter with a test strip inserted, the meter and/or test strip could be damaged. Discard the test strip and perform a control test with control solution and a new, unused test strip to ensure the meter and test strips are both working properly. Then repeat the blood glucose test with a new test strip.
- DO NOT remove test strips from the test strip container and put them into another container, such as a plastic bag, pocket, purse, wallet, etc. Storing test strips outside of the test strip container can damage the test strips and lead to inaccurate results. It is important that the test strips remain in their original container until the time of use.
- DO NOT expose test strips to heat, moisture, or humidity. Temperatures outside the required range, as well as moisture and humidity, can damage the test strips and lead to inaccurate results.
- DO NOT bend, cut, or alter the test strips.
- DO NOT get dirt, food, or other material on the test strip.
- When performing a blood glucose test, remove your finger from the test strip after the test strip is dosed and the flashing hourglass symbol appears on the meter. Failure to move your finger away from the test strip during measurement could give inaccurate results.

3 Blood Glucose Tests

- The Accu-Chek Guide test strips are for testing fresh capillary whole blood.
- Use only the Accu-Chek Guide test strips.
- Use the test strip immediately after removing it from the test strip container.
- Do not apply blood or control solution to the test strip before inserting it into the meter. If you applied blood or control solution before inserting the test strip into the meter, retest with a new test strip. If a result appears before applying blood or control solution, do not act on that result.
- Close the test strip container tightly immediately after removing a test strip. Moisture can damage the test strips and produce incorrect results.
- Store the unused test strips in their original container with the cap tightly closed.
- Discard the test strips if they are past the **Use By** date printed on the test strip container. If the **Use By** date is missing or cannot be read, do not use the test strips. Contact the Accu-Chek Customer Care Service Center at 1-800-858-8072.
- Refer to the test strip package insert for test strip storage and system operating conditions.
- Do not reuse test strips. Once control solution or blood has been applied to a test strip, discard it. If a retest is necessary, use a new test strip.

Performing a Blood Glucose Test with Blood from Your Fingertip

Refer to the Important Safety Information section at the beginning of this manual.

NOTE

- Before you perform your first blood glucose test, set the meter time and date.
- You need the meter, a test strip, and a lancing device with a lancet inserted to perform a blood glucose test.
- A blood glucose test cannot be performed while the meter is connected to a PC with a USB cable.
- The meter turns off 90 seconds after a successful test or 15 seconds after the test strip is removed, provided no other action is taken.
- There are 2 ways to start a blood glucose test.
 - Insert a test strip into the meter.
 - Turn the meter on by briefly pressing  and insert a test strip.

1



Wash your hands with warm soapy water and dry thoroughly. Dirty or wet hands could affect test results.

If you use an alcohol wipe, make sure the testing site is dry before getting a blood drop.

3 Blood Glucose Tests

2



Adjust the lancet depth to a comfortable penetration depth.

3



Check the **Use By** date on the test strip container.

Do not use test strips past the **Use By** date.

4



Remove a test strip from the test strip container.

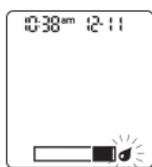
Close the cap tightly.

5



Insert the metallic end of the test strip into the meter. The meter turns on.

6



When the flashing drop symbol appears, obtain a blood drop.

7



Press the lancing device firmly against the side of your fingertip.

Press the yellow release button to prick your finger.

8



Gently squeeze your finger to assist the blood flow. This helps you get a blood drop.

9



Touch the **yellow edge** of the test strip to the blood drop. Do not put blood on top of the test strip.

10



Remove your finger from the test strip when the flashing  appears.

11



The test result appears on the display.

Remove and discard the used test strip.

3 Blood Glucose Tests

NOTE

When performing a **blood glucose test**: If the control bottle symbol and the flashing L1 or L2 appear on the display with your blood glucose result, an error has occurred.

- Do not act on the blood glucose result.
- Discard the test strip and repeat the blood glucose test with a new test strip.

12



Discard the used lancet. Remove the lancing device cap.

Point the lancet away from you.

Slide out the ejector to release the lancet into a puncture-proof container.

Always discard according to local regulations.

13



Wash hands with soap and water and dry thoroughly.

Performing a Blood Glucose Test with Blood from Your Palm or Upper Arm (Alternative Site Testing, AST)

WARNING

- Do not use alternative site testing to calibrate a continuous glucose monitoring system.
- Do not use alternative site testing to make insulin dosing calculations.
- Alternative site testing should be done only during steady-state times (when glucose is not changing rapidly).

You have the option of obtaining a blood sample from other sites on your body besides the fingertip. Alternative sites include the palm and upper arm.

Blood obtained from the fingertip can be used at any time to test blood glucose.

If blood from an alternative site is used, there are certain times when testing is not appropriate. This is because your blood glucose level changes faster in your fingertip than in the alternative sites. These differences may cause you to misinterpret your actual blood glucose level, leading to improper therapy and potential adverse health effects. Read the following section before you try testing from alternative sites.

3 Blood Glucose Tests

You may perform a palm or upper arm test	<ul style="list-style-type: none">• immediately before a meal.• while fasting.
You may NOT perform a palm or upper arm test	<ul style="list-style-type: none">• up to 2 hours following a meal, when blood glucose values can rise quickly.• after injecting bolus insulin, when blood glucose values can decrease rapidly.• after exercise.• if you are sick.• if you think your blood glucose is low (hypoglycemia).• if you sometimes do not notice when your blood glucose is low.

If you are interested in AST, talk to your healthcare professional first.

Unusual Blood Glucose Results

If your blood glucose result does not match how you feel, follow these steps:

1. Perform a control test. See the chapter Control Tests.
2. Repeat the blood glucose test.

If your blood glucose result still does not match how you feel, follow your healthcare professional's instructions or contact your healthcare professional immediately.

NOTE

Always follow your healthcare professional's instructions. For example, if your healthcare professional has advised you to immediately treat a low blood glucose result (such as by eating something), then do that first.

WARNING

- Do not change your treatment because of one blood glucose result.
- NEVER ignore symptoms of low or high blood glucose.

3 Blood Glucose Tests

Symptoms of Low or High Blood Glucose

WARNING

- The meter is designed to provide a numerical value for blood glucose in the range of 20–600 mg/dL.
- Being aware of the symptoms of low or high blood glucose can help you understand your test results and decide what to do if they seem unusual.
- Low blood glucose (hypoglycemia): Symptoms of hypoglycemia may include, but are not limited to, anxiety, shakiness, sweating, headache, increased hunger, dizziness, pale skin color, sudden change in mood or irritability, fatigue, difficulty concentrating, clumsiness, palpitations, and/or confusion.
- High blood glucose (hyperglycemia): Symptoms of hyperglycemia may include, but are not limited to, increased thirst, frequent urination, blurred vision, drowsiness, and/or unexplained weight loss.
- If you are experiencing any of these symptoms, or other unusual symptoms, test your blood glucose from the fingertip. If your blood glucose result is displayed as LO or HI, follow your healthcare professional's instructions or contact your healthcare professional immediately. If your blood glucose result does not match how you feel, follow the steps in the Unusual Blood Glucose Results section of this chapter.

Comparing Your Meter Result to a Laboratory Result

A common question is how the blood glucose results on the meter compare to the laboratory results. Your blood glucose can change quickly, especially after eating, taking medication, or physical activity. If you test yourself in the morning, then go to your healthcare professional's office for a blood glucose test, your test results will probably not match, even if you are fasting. This is typically not a problem with the meter, it just means that time has elapsed and your blood glucose level has changed.

Although you always apply fresh capillary whole blood to the test strip, the system has been calibrated to deliver plasma-like values for easier comparison to laboratory results.

If you want to compare your meter result to the laboratory result, **you must be fasting**. Take the meter to your healthcare professional's office and test yourself by fingerstick within 5 minutes of having blood drawn from your arm by a healthcare professional. Keep in mind that the laboratory uses different technology than the meter.

4 Control Tests

When to Perform a Control Test

Performing a control test lets you know the meter and test strips are working properly. You should perform a control test when:

- you open a new test strip box.
- you left the test strip container open.
- you think the test strips are damaged.
- you want to check the meter and test strips.
- the test strips were stored in extreme temperatures, humidity, or both.
- you dropped the meter.
- your test result does not match how you feel.
- you want to check if you are performing the test correctly.

About the Control Solutions

- Refer to the control solution package insert for detailed use instructions and control solution storage conditions.
- Use only the Accu-Chek Guide control solutions.
- Close the control solution bottle tightly after use.
- Write the date you open the control solution bottle on the bottle label. The control solution must be discarded 3 months from the date the control solution bottle was opened (discard date) or on the **Use By** date on the bottle label, whichever comes first.
- Do not use control solution that is past the **Use By** or discard date.
- The meter automatically recognizes the difference between the control solution and blood.
- The control results are not displayed in memory.

- The control solution can stain fabric. Remove stains by washing with soap and water.
- Control solution is available for purchase. To order the control solution, talk to your pharmacist or visit accu-chek.com to order online.

Performing a Control Test

NOTE

- Most people just test the Level 1 control. If you wish, you can also test a Level 2 control. A set of Level 1 and Level 2 control solutions is available for purchase.
- The ranges for Level 1 and Level 2 control solutions are printed on the test strip container label.
- The meter turns off 90 seconds after a successful test or 15 seconds after the test strip is removed, provided no other action is taken.

You need the meter, a test strip, and control solution Level 1 or Level 2.

1



Check the **Use By** date on the test strip container. Do not use test strips past the **Use By** date.

2



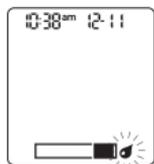
Remove a test strip from the test strip container.
Close the cap tightly.

4 Control Tests

3



Insert the metallic end of the test strip into the meter. Place the meter on a flat surface.



The meter turns on.
A flashing drop symbol appears.

4



Select the control solution to test. You will confirm the level later in the test.

5



Remove the bottle cap. Wipe the tip of the bottle with a tissue. Squeeze the bottle until a tiny drop forms at the tip.

6



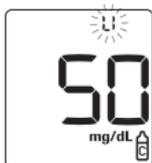
Touch the drop to the **yellow edge** of the test strip. Do not put control solution on top of the test strip.

7



A flashing  appears when there is enough control solution in the test strip.

8



(example)

or



(example)

The control result, the bottle symbol, and the flashing **L1** or **L2** appear on the display. Press  to confirm the control level you tested.

Press  or  to alternate between **L1** and **L2**.

NOTE

When performing a **control test**: If the control bottle symbol and the flashing **L1** or **L2** **DO NOT** appear on the display with your control result, an error has occurred.

- Do not act on the control result.
- Discard the test strip and repeat the control test with a new test strip.

9



or



OK appears if the control result is within range.

Err appears if the control result is out of range.

4 Control Tests

10



Wipe the tip of the bottle with a tissue. Cap the bottle tightly.

Remove and discard the used test strip.

Understanding Out-of-Range Control Results

WARNING

- The control range applies only to a control result. It only indicates that the test strips and meter are working properly. Do not use a control result to interpret blood glucose results.
- If the control result is out of range, do not use the meter until you solve the problem. Check the following list to help solve the problem.

Troubleshooting Checks	Action
Were the test strips or control solutions expired?	Discard the test strips or control solution if either is past the Use By date. If the control solution was opened more than 3 months ago, discard it. Repeat the control test with an unexpired test strip and an unexpired control solution.
Did you wipe the tip of the control solution bottle before use?	Wipe the tip of the bottle with a tissue. Repeat the control test with a new test strip and a fresh drop of control solution.
Were the caps on the test strip container and the control solution bottle always closed tightly?	Replace the test strips or control solution if you think either was uncapped for some time. Repeat the control test with a properly stored test strip or control solution.
Was the test strip used immediately after it was removed from the test strip container?	Repeat the control test with a new test strip and a fresh drop of control solution.
Were the test strips and control solutions stored in a cool, dry place?	Repeat the control test with a properly stored test strip or control solution.
Did you follow the directions?	Read the chapter Control Tests and repeat the control test.
Did you choose the correct control solution level, either 1 or 2, when you performed the control test?	If you chose the wrong control solution level, you can still compare the control result to the range printed on the test strip container.
Are you still unsure of the problem?	Contact the Accu-Chek Customer Care Service Center at 1-800-858-8072.

5 Review Your Data

Overview

- The meter automatically stores up to 720 blood glucose results in memory with the time and date of the test.
- Once 720 blood glucose results are in memory, adding a new blood glucose result deletes the oldest blood glucose result.
- If more than 720 blood glucose tests are performed within a 90-day period, only the 720 most recent test results are included in the 90-day average.
- The meter automatically stores at least 30 control results in memory, but only the current control result can be viewed on the meter. To view stored control results, transfer them to a compatible software application.
- Once 30 control results are in memory, adding a new control result deletes the oldest control result.
- Control results are not included in the 7, 14, 30, or 90-day averages.

WARNING

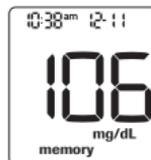
Do not change your therapy based on an individual test result in memory. Talk to your healthcare professional before changing therapy based on test results in memory.

NOTE

The meter has time and date auto-sync capability when paired with a mobile device that will update the meter time and date automatically. Even if you use your meter in multiple time zones, results are stored from newest to oldest and not by time and date.

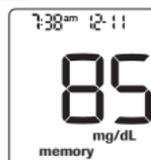
Reviewing Blood Glucose Results in Memory

1



With the meter off, press ◀ or ▶ to view blood glucose results stored in memory. The most recent stored blood glucose result appears on the display.

2



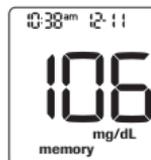
Press ◀ to view previous test results from newest to oldest.

NOTE

◀ scrolls from newest to oldest test result. ▶ scrolls from oldest to newest test result.

Viewing 7, 14, 30, and 90-day Averages

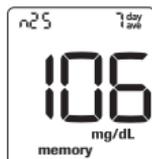
1



With the meter off, press ◀ or ▶ to view blood glucose results stored in memory. The most recent blood glucose result appears on the display.

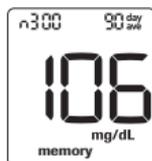
5 Review Your Data

2



With the most recent test result on the display, press . The 7-day average appears on the display.

3



Press  to scroll through 7, 14, 30, and 90-day averages. The number of test results in the average = n. Press  to scroll

back from 90, 30, 14, and 7-day averages.

To return to the most recent blood glucose result, press  from the 7-day average screen.

NOTE

If the memory contains a blood glucose result that is HI or LO, or is corrupt, then the time period and **day/ave** will flash to alert you that those test results are not included in the average.

6 Wireless Communication, Meter Pairing, and Data Transfer

Overview

The process of creating a connection between the meter and the mobile device is called pairing. You need an application on your mobile device that can accept the meter data. You can use this application to wirelessly and automatically synchronize your diabetes information between the meter and the mobile device.

Only pair the device in a secure, trusted area. This may reduce the risk of other people connecting to your device.

Pairing

The meter can only pair with 1 device at a time. Pairing with a second device overwrites the first pairing.

The meter and the device to be paired should be within 3 feet of each other.

1

On Your Mobile Device

Ensure Bluetooth wireless technology is on and open the diabetes management app.

2

On Your Meter



With the meter off, press and hold  and  at the same time until  appears. Both  and  appear and flash on the display.



6-digit PIN

Locate the 6-digit PIN on the back of your meter.

3

On Your Mobile Device

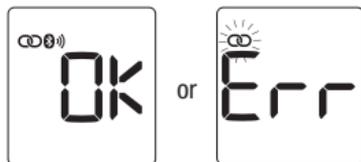
Within the app, follow the instructions and select your meter. When prompted, enter the 6-digit PIN number located on the back of your meter.

The meter times out after 30 seconds once you are prompted to enter the PIN.

6 Wireless Communication, Meter Pairing, and Data Transfer

4

On Your Meter



OK appears if pairing is successful. **Err** appears if pairing is unsuccessful.

NOTE

The meter has time and date auto-sync capability when paired with a mobile device that may update the meter time and date automatically. Even if you use your meter in multiple time zones, results are stored from newest to oldest and not by time and date.

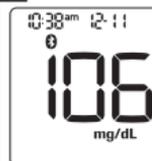
Transferring Data Wirelessly

If the meter is paired with a mobile device and Bluetooth wireless technology is on, your test results will be sent to the paired device automatically.

Turning Bluetooth Wireless Technology Off

Turn Bluetooth wireless technology off to disable wireless communication (flight mode). Turning Bluetooth wireless technology off will not unpair your meter.

1



With the meter off, press  or . The most recent stored test result appears on the display.

2



Press and hold  until the Bluetooth symbol disappears.

Turning Bluetooth Wireless Technology On

If you have turned Bluetooth wireless technology off (flight mode), follow the steps below to turn it back on. This will enable wireless communication with your mobile device.

1



With the meter off, press  or . The most recent stored test result appears on the display.

2



Press and hold  until the Bluetooth symbol appears.

Transferring Data Using a USB Cable

This feature allows you to transfer data from your meter to special software for diabetes management on a PC using a USB cable.

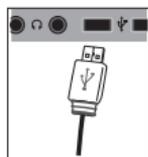
Only connect the device through USB cable to a secure, trusted computer. This may reduce the risk of transferring malware to your device.

1



Plug the small end of the USB cable into the meter.

2



Plug the large end of the USB cable into a USB port on the PC.

If the meter is off, it turns on.

3

Start the diabetes management software and initiate a data transfer.

4



The meter transfers the data to the software.

NOTE

The USB cable does not charge the meter batteries. Remove the USB cable after you have finished.

7 Meter and Lancing Device Cleaning and Disinfecting

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

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.

7 Meter and Lancing Device Cleaning and Disinfecting

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

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.



7 Meter and Lancing Device Cleaning and Disinfecting

1



Wash hands with soap and water and dry thoroughly.

2



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.

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. Let air dry.

Make sure that no solution is seen in any slot or opening.

4



Wash hands with soap and water and dry thoroughly.

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 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 lancing device, difficulty in inserting the lancet.
- 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.

Cleaning and Disinfecting the Lancing Device

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

7 Meter and Lancing Device Cleaning and Disinfecting

What to Clean and Disinfect

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

- The entire lancing device surface
- The cap

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.

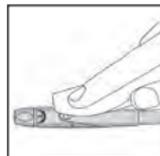
- DO NOT get any moisture into any openings.
- Always use the same product for both cleaning and disinfecting.

1



Wash hands with soap and water and dry thoroughly.

2



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

3

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.

4



Wash hands with soap and water and dry thoroughly.

8 Meter Maintenance and Troubleshooting

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.

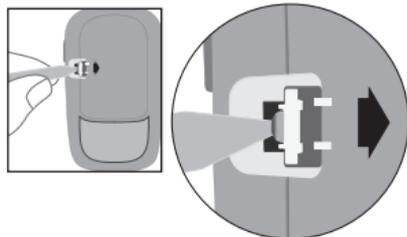
If you have problems with the meter, drop the meter, or think the results are not accurate, perform a control test with an unexpired test strip and control solution. If the control result is not within the acceptable range, contact the Accu-Chek Customer Care Service Center at 1-800-858-8072.

WARNING

Keep new and used batteries away from children. See the warning in the Important Safety Information section at the beginning of this manual for additional information.

Changing the Batteries

1



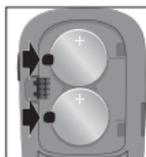
Open the child-resistant battery door by inserting a narrow object, such as a pen, into the slot (see image above). Push the tab in the direction of the arrow and lift the battery door up.

2



Remove the old batteries.

3



Slide the new batteries under the black tabs with the **(+)** side facing up.

Put the battery door back in place and snap it closed. Immediately discard the old batteries.

NOTE

- Always have a spare set of batteries.
- Battery life may vary due to factors such as temperature and battery manufacturer.
- If the E-7 or E-9 error code still appears on the display after you have changed the batteries, remove the batteries again, press **⏻** for at least 2 seconds, then reinsert the batteries.
- The meter uses two 3-volt lithium batteries, coin cell type CR2032. This type of battery can be found in many stores.
- Always replace both batteries at the same time and with the same brand.
- Meter data is not lost when you replace the batteries.

8 Meter Maintenance and Troubleshooting

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.

NOTE

The error code and **Err** will alternate on the display for all coded error messages (E-1 through E 14).



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

- Batteries are dead.

Insert new batteries.

- Display is damaged. / Meter is defective.

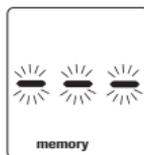
Contact the Accu-Chek Customer Care Service Center at 1-800-858-8072.

- Extreme temperatures.

Move the meter to a location with a more moderate temperature.

- The meter has timed out with a USB connection.

Remove the USB cable and press the power/set button to resume testing or review test results.



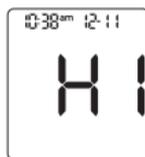
There are no test results in range for the selected data.

8 Meter Maintenance and Troubleshooting



The meter is connected to a PC and a blood glucose or control test cannot be performed.

EITHER remove the USB cable and perform a blood glucose or control test OR remove the test strip and start a data transfer.



Blood glucose may be higher than the measuring range of the system (higher than 600 mg/dL).

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



The batteries are almost out of power.

Change the batteries now. If the symbol reappears after the batteries have been replaced, remove the batteries again, press and hold the power/set button for at least 2 seconds, then reinsert the batteries.



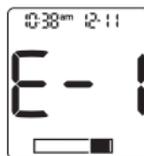
Blood glucose may be lower than the measuring range of the system (lower than 20 mg/dL).

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



The meter was unable to pair with a mobile device.

Retry the pairing.



(The error code and **Err** will alternate on the display.)

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.

8 Meter Maintenance and Troubleshooting



(The error code and **Err** will alternate on the display.)

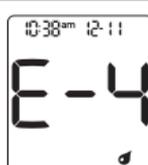
A meter or test strip error has occurred.

This error message could appear if the cap on the test strip container was not closed tightly. The test strips may have been damaged due to improper storage or handling.

Never make therapy decisions based on an error message.

Repeat the blood glucose test. If a second E-3 error message appears, perform a control test with the control solution and a new test strip. See the Performing a Control Test section in the chapter Control Tests. If you continue to receive an E-3 error message, use an alternate method for testing your blood glucose, such as a back-up meter and test strip. If the alternate method gives an extremely high blood glucose result, or if an alternate method is not available, **contact your healthcare professional immediately.**

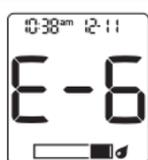
In rare cases, an E-3 error message may indicate that your blood glucose is extremely high and above the system's measuring range. **See the Unusual Blood Glucose Results section in the chapter Blood Glucose Tests for other possible causes of the error message.**



(The error code and **Err** will alternate on the display.)

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

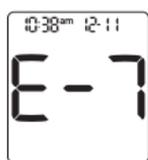
Discard the test strip and repeat the blood glucose or control test.



(The error code and **Err** will alternate on the display.)

Blood or control solution was applied to the test strip before the flashing drop symbol appeared on the display.

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



(The error code and **Err** will alternate on the display.)

An electronic error occurred.

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

8 Meter Maintenance and Troubleshooting



(The error code and **Err** will alternate on the display.)

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

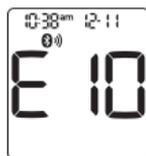
Refer to the test strip package insert for system operating conditions. Move to an area with the appropriate conditions and repeat the blood glucose or control test. Do not artificially heat or cool the meter.



(The error code and **Err** will alternate on the display.)

The batteries may be out of power.

Turn the meter back on. **If you are in a cold environment, move to a location with a more moderate temperature and retest.** If the message continues to appear after several attempts, replace the batteries. If the message reappears after the batteries have been replaced, remove the batteries, press and hold the power/set button for at least 2 seconds, then reinsert the batteries.



(The error code and **Err** will alternate on the display.)

The time and date setting may be incorrect. A flashing wireless symbol appears while the meter attempts to synchronize the time and date with the paired device.

When the wireless symbol no longer appears, press the power/set button to turn the meter off. Press the power/set button a second time until the flashing test strip symbol appears. If time and date sync was not successful the meter prompts you to set them the next time you turn it on. See the Setting the Time and Date section in the chapter Your New System.



(The error code and **Err** will alternate on the display.)

The test strip may be damaged.

Repeat the blood glucose or control test with a new test strip.

8 Meter Maintenance and Troubleshooting



(The error code and **Err** will alternate on the display.)

Your blood sample may contain a high level of ascorbate.

Contact your healthcare professional.



(The error code and **Err** will alternate on the display.)

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 error persists, contact the Accu-Chek Customer Care Service Center at 1-800-858-8072.



(The error code and **Err** will alternate on the display.)

An electronic error has occurred.

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

9 Technical Information

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 Sample type Measuring time Measuring range Test strip storage conditions System operating conditions	Refer to the test strip package insert.
Meter storage conditions	Temperature: -13–158 °F
Memory capacity	720 blood glucose results and 30 control results with time and date
Automatic power-off	90 seconds after performing a test, 15 seconds after a test strip is removed.
Power supply	Two 3-volt lithium batteries (coin cell type CR2032)
Display	LCD
Dimensions	76 × 48 × 16 mm (LWH)
Weight	Approx. 43 g (with batteries)
Construction	Hand-held
Protection class	III
Meter type	The Accu-Chek Guide Me meter is suitable for continuous operation.
Control solution storage conditions	Refer to the control solution package insert.
Interfaces	USB: micro-B connector; Bluetooth low energy technology; Continua device to a Continua manager.
Radio frequency connectivity	Bluetooth low energy technology operating in the frequency band of 2.4 GHz (2.402 GHz to 2.480 GHz) with a maximum transmitted power of 0 dBm (1 mW).

Bluetooth Wireless Technology – The meter uses Bluetooth low energy 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. utilizes Bluetooth low energy technology,
2. it is paired with, and
3. has an application that can accept the meter data.

This device complies with United States Federal Communication Commission (FCC) standards. The device complies with FCC Part 15 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.

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 low energy 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.

Electromagnetic Compatibility –

Electromagnetic fields may interfere with proper operation of the meter. Strong electronic fields can cause temporary loss of function, which may require a reset of the meter. Maintain a distance of more than 12 inches between the meter and sources of Radio Frequency (RF). If it is suspected that performance is affected by electromagnetic interference, correct operation may be restored by increasing the distance between the equipment and the source of the interference. The electromagnetic environment should be evaluated prior to the operation of the device. The chosen basis for electrostatic discharge immunity testing was basic standard IEC 61000-4-2. Electrostatic discharges can impair the operation of the meter. A very high electrostatic discharge can cause the device to no longer function. Do not use the meter in a very dry environment. In particular, do not use the meter in an environment where synthetic materials are present. The meter meets the electromagnetic emission requirements as per EN ISO 15197. In addition, the meter meets the electromagnetic emissions and immunity requirements as per EN 61326-2-6 / EN 60601-1-2. The meter's electromagnetic emission is thus low. Interference from the meter to other electrically-driven equipment is not anticipated.

9 Technical Information

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.

Performance Analysis – Refer to the test strip package insert.

Test Principle – Refer to the test strip package insert.

Communication Protocol – The Accu-Chek Guide Me blood glucose meter complies with applicable IEEE 11073-10417 standards and has been tested against the 2016 Continua Design Guidelines which include the Blood Glucose specification for Bluetooth low energy technology, *Bluetooth SIG, Glucose Profile, Version 1.0* and *Bluetooth SIG, Glucose Service, Version 1.0*.

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.

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.
- Dispose of sharps according to local regulations.

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. Follow the instructions provided by your healthcare professional.

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

9 Technical Information

Explanation of Symbols

These symbols may appear on the packaging, on the type plate, and in the instructions for the Accu-Chek Guide Me meter.

	Consult instructions for use or consult electronic instructions for use
	Follow instructions for use (blue symbol)
	Caution, refer to safety-related notes in the instructions for use accompanying this product.
	Use by
	Sterilized using irradiation
	Use only once
	Single patient multiple use
	Wash your hands
	Biological risks
	3-volt coin cell type CR2032
	Keep new and used batteries away from children.
	Date of manufacture
	Medical device
	Manufacturer
	This device complies with Part 15 of the FCC Rules.
	Unique device identifier
	Catalogue number

9 Technical Information

	Serial number
	Batch code
	Global Trade Item Number
	Complies with the provisions of the applicable EU Legislation

Additional Supplies

Test Strips: Accu-Chek Guide test strips

Control Solutions: Accu-Chek Guide control solutions

Lancets: Accu-Chek Softclix 100-ct. lancets

References

- ¹ FDA Public Health Notification: “Use of Fingertick Devices on More than One Person Poses Risk for Transmitting Bloodborne Pathogens: Initial Communication, (2010). Update 11/29/2010.” <https://downloads.regulations.gov/FDA-2016-M-0035-0003/content.pdf> Accessed December 13, 2021.
- ² Klonoff DC. Improving the safety of blood glucose monitoring. *J Diabetes Sci Technol.* 2011 Nov 1;5(6):1307-11. doi: 10.1177/193229681100500601. PMID: 22226247; PMCID: PMC3262696.
- 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, 2019. “Guideline for Disinfection and Sterilization in Healthcare Facilities.” Atlanta. <https://www.cdc.gov/infectioncontrol/guidelines/disinfection/>. Accessed July 23, 2021.

10 License and Warranty

Warranty

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

Roche offers qualifying consumers that purchase an Accu-Chek Guide Me meter, a 30-day money back guarantee. If you are not fully satisfied with your Accu-Chek Guide Me 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 Me Meter Limited 3-Year Warranty

Roche warrants to the original purchaser of the meter that your Accu-Chek Guide Me 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 Me 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 Me meter shall be replacement.

This warranty does not apply to the performance of an Accu-Chek Guide Me 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 in the next section.

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.

10 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 Me 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 register your warranty online at accu-chek.com/register.

Limited License

WARNING

CAUTION – A RESTRICTED LICENSE LIMITS USE OF THE ACCU-CHEK GUIDE ME SYSTEM IN THE UNITED STATES. READ CAREFULLY THE LIMITATIONS RECITED BELOW.

The Accu-Chek Guide Me system (meter and test strips) and its use are protected by U.S. Patent Nos. 7,452,457 (expires 2-May-2026); 7,488,601 (expires 1-February-2026); 7,569,126 (expires 28-December-2026); 7,604,721 (expires 12-August-2026); 9,395,322 (expires 13-March-2034); 10,119,931 (expires 11-August-2035); 10,809,221 (expires 13-March-2034); 9,594,052 (expires 13-March-2034); 9,797,859 (expires 29-October-2034); 10,295,494 (expires 28-August-2035); and 9,594,045 (expires 13-March-2034). A license to use the Accu-Chek Guide Me system is required until the expiration of the last-to-expire patent listed above and is only granted when the Accu-Chek Guide Me meter is used with the Accu-Chek Guide test strips.

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

10 License and Warranty

Using the Accu-Chek Guide Me system indicates your acceptance of the restricted license to use the Accu-Chek Guide Me system only with the 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 Me system for a full refund. If you have any questions, please call the Accu-Chek Customer Care Service Center at 1-800-858-8072.

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

Patent Information

U.S. Pat.: <https://go.roche.com/uspatents>

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