

Field Safety Notice



Accu-Chek® Performa blood glucose meters

Singapore, 11 November 2019

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

Dear valued customers,

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

Description of Situation

An issue was discovered during the manufacturing process of the meter where an internal component of the meter might have been damaged. In a small percentage of meters, this damage could cause an accelerated depletion of the meter's battery. Roche Diabetes Care implemented corrective actions to prevent this root cause from recurring in the future. However, in the worst case, this issue may result in meter unavailability for the user, and failure to test could cause a delay in therapy decisions potentially leading to a serious medical condition. As patient safety is our primary concern, we would like to provide you with the detailed instructions on how to handle the issue if it were to occur.

Details on affected devices

The following products are affected:

Product Name	
Accu-Chek® Performa blood glucose meter	serial numbers between XXX20000000 and XXX25525056

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

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

In order to troubleshoot any power related issue, refer to the instructions in the user's manual on how to appropriately handle any errors that may occur. If the instructions provided in the user's

manual are not solving the issue, please contact our Accu-Chek ExtraCare customer service line at 6272 9200 to obtain further support.

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

• **Notice:**

If you use a Accu-Chek Performa meter with a serial number (where "XXX" is the first 3 digits of the serial number) between XXX20000000 and XXX25525056, you may have a meter potentially impacted by the damaged component. Please consider the following warnings:

1. Always have a spare set of batteries.
2. Have a back-up testing method available.



Communications of this Field Safety Notice

Your national competent authority has been notified about this field action. If you are retailers and healthcare institutions, please send this notice to the Chairman Medical Board and Head of Department within your institutions, as required by HSA.

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

Please call our Accu-Chek ExtraCare customer service line at 6272 9200, if you need any additional advice on the handling of the Accu-Chek® Performa blood glucose meters or have any further questions or concerns. We appreciate your time and attention to this important notification.

Kind regards,

Roche Diabetes Care Asia Pacific Pte. Ltd.

A handwritten signature in black ink, appearing to read 'Fadjjar Linawati'.

Fadjjar Linawati
General Manager

A handwritten signature in black ink, appearing to read 'Chong Sinyi'.

Chong Sinyi
Product Manager