

# CARTRIDGE CHANGE

## Hints & Tips



As an Accu-Chek Insight pump user you will be familiar with the importance of following the correct procedures when using your pump and associated consumables to avoid any technical or mechanical errors.

We know that any disruption to your insulin therapy due to technical issues can be inconvenient and frustrating, and whilst our Accu-Chek Pump Careline is available 24/7 to support you, we believe that avoidance of problems is better.

You will already be familiar with how to change the insulin cartridge, however we are providing some additional resources and hints & tips to ensure that the insulin cartridge change process is followed correctly to avoid any insulin cartridge leaks or risk of errors.

We recommend that you re-familiarise yourself with this process to help you avoid experiencing problems of this nature in the future.

- ✓ Watch our new “How to insert a new cartridge” video which provides a visual guide to follow. Scan the QR code below or visit [www.accu-chek.co.uk/insight-support](http://www.accu-chek.co.uk/insight-support)
- ✓ Revisit the enclosed training chart
- ✓ Ensure the cartridge and insulin are at room temperature
- ✓ Always check the cartridge for cracks or damage before use
- ✓ Always use a new adapter when changing the cartridge
- ✓ Insert the cartridge into the pump and then attach the adapter and tubing

- ✗ Do not use the insulin cartridge if the cartridge or the device containing the cartridge is dropped, damaged or crushed
- ✗ Do not insert the adapter on an angle

Information on how to insert a new cartridge is also available in the Information For Use leaflet within each box of the Accu-Chek Insight adapter & tubes.

Our dedicated Accu-Chek Pump Careline is here to help day and night, 24/7. Please contact them if you have any technical queries related to your insulin pump and consumables on **0800 731 2291 (UK)**

Kind regards,  
**Roche Diabetes Care**



Scan to watch the ‘How to insert a new cartridge’ video

# ACCU-CHEK INSIGHT TRAINING CHART

## HANDLING INSTRUCTIONS FOR CHANGING A CARTRIDGE

Have the following materials ready:

- A new cartridge
- A new Accu-Chek Insight infusion set



- Always disconnect the infusion set from your body before changing the cartridge.
- Always use a new adapter when changing the cartridge.
- A needle is located in the centre of the adapter nose. Insulin delivery is only guaranteed if the needle is fitted onto the cartridge centrally in a perpendicular manner (**see step 10**).

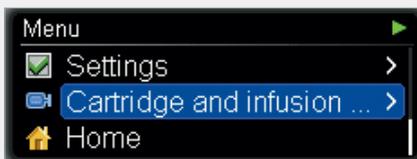
### STEP 1: HOW TO REMOVE AN EMPTY CARTRIDGE

1



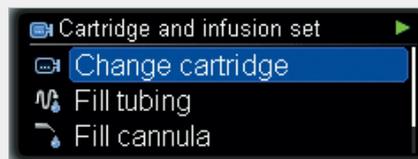
From the **Status screen**, press .

2



The main **Menu** appears. Press  to move to **Cartridge and infusion set**. Press  to select.

3



The **Cartridge and infusion set menu** appears. Press  to select **Change cartridge**.

4



The **Change cartridge** screen appears.

5



Hold the pump in an upright position. Turn the adapter with the tubing anti-clockwise.

6



When you reach an angle of 120°, remove the adapter with the cartridge. The pump starts rewinding the piston rod.

7

Continue to follow the on screen instructions on the pump until the pump finishes rewinding the piston rod.



When the pump finishes rewinding you are prompted to insert the new cartridge and connect adapter. Only insert a new cartridge if the **Insert new cartridge and connect adapter** screen appears.



Always check the cartridge for cracks or damages before inserting the cartridge into the insulin pump.

Never use a cartridge that has been dropped.

## STEP 2: HOW TO INSERT A NEW CARTRIDGE

9



Make sure you hold the pump in an upright position. Insert the cartridge – plunger first – into the cartridge compartment.

CORRECT



Make sure that the cartridge fits correctly. If the cartridge does not fit as shown, **check steps 1 to 7.**

INCORRECT



Do not push the cartridge into the pump if the cartridge is sticking out. This may damage the pump or the cartridge. Make sure that the piston rod has rewound completely. If the piston rod has not rewound completely, **contact the Accu-Chek Careline.**

10



Place a **new adapter** on the bayonet socket of the cartridge compartment. Make sure you insert the nose of the adapter into the notches of the pump's housing at a right angle (90°). Otherwise the needle could bend.

CORRECT



Place the adapter on the bayonet socket of the cartridge compartment **only** as described in **step 10.**

INCORRECT



Do **not** place the adapter on the bayonet socket of the cartridge compartment if the adapter is not positioned as described in **step 10.**

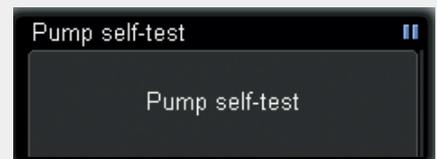
11



Turn the adapter clockwise all the way until it stops. The adapter is correctly positioned when it is aligned with the pump's housing. Then press  to confirm.

The cartridge type screen appears. Press  to confirm cartridge. Continue to follow the on screen instructions on the pump.

12



The pump will perform a self-test.

After the pump self test, continue to follow the on screen instructions on the pump to fill the infusion set tubing with insulin.



If an empty cartridge is inserted into the pump (for example for training purposes), the pump displays the programmed insulin deliveries (infusion set priming, basal rate and bolus deliveries), even though no insulin is being delivered due to the empty cartridge.

# THE ACCU-CHEK PUMP CARELINE

**24 hour telephone support for technical enquiries  
relating to the Accu-Chek Insight pump**



**TELEPHONE:**  
0800 731 2291



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[www.accu-chek.co.uk](http://www.accu-chek.co.uk)

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