

Important information about the supply of the Accu-Chek Spirit 3.15ml cartridge system

Dear Accu-Chek Combo user,

As shared in November 2024, as part of our ongoing quality monitoring and market surveillance processes, we identified that insulin leakage can occur with the **Accu-Chek Spirit 3.15 ml cartridge system** used in combination with the **Accu-Chek Combo insulin pump system**, due to a manufacturing issue at a third-party supplier.

In response to this we issued guidance to discontinue use of the **Accu-Chek Spirit 3.15 ml cartridge systems** from the affected manufacturing timeframe until further information could be provided, and that you should consult your healthcare provider to ensure continuity of therapy during this time.

Further to our last communication, we are writing to update you on the status of this issue. We are pleased to say that the issue has been resolved and production has resumed. However it will still take some weeks for manufacturing to return to full capacity and for supply to be fully restored.

We ask that you continue to retain the affected products that you have until further instructions are provided.

We recognise it is critical to ensure cartridges are available to you, and are working to ensure we can do this as quickly as possible, and we sincerely apologise for the inconvenience this may have caused.

Thank you for your patience as we work to restore supply of the **Accu-Chek Spirit 3.15 ml cartridge systems**. Should you have further questions or concerns, please call Accu-Chek Customer Care on 0800 731 2291* (option 1), Monday to Friday 8:30am-5pm excluding bank holidays.

Yours sincerely,
Roche Diagnostics

*Some mobile phone operators may charge or restrict access for calls to this number.

Roche Diagnostics Limited
Charles Avenue
Burgess Hill
West Sussex, RH15 9RY
England