

ACCU-CHEK[®] *Compact*

BLOOD GLUCOSE SYSTEM

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REFERENCE MANUAL



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- ① Display window
- ② ON/OFF button
- ③ MEMO button
- ④ SET button
- ⑤ Optical system
- ⑥ Drum compartment release button
- ⑦ Drum compartment
- ⑧ Test strip drum
- ⑨ Test strip
- ⑩ Optical system cover*
- ⑪ Display cover*



- ⑫ Infrared window for data transmission - Accu-Chek Compass Software qavailable separately
- ⑬ Window (indicates the remaining number of test strips)
- ⑭ Battery compartment
- ⑮ Batteries: 2 x Type AAA
- ⑯ Cover for the battery compartment*
- ⑰ Test strip guide



* available as replacement part
if necessary

Accu-Chek Compact is a completely new type of blood glucose meter for people with diabetes who test their own blood glucose regularly. We have designed it to be as easy and safe to use as possible. You will quickly discover that Accu-Chek Compact is a reliable blood glucose meter that you can take anywhere.

Operating Accu-Chek Compact is easy: there is just one button to press to perform a test. You no longer have to handle individual test strips, as they now come conveniently loaded in a drum. Each drum holds 17 strips and two simple steps are all

it takes to insert the drum into the meter. Coding occurs automatically. When you want to take a blood glucose reading, just press the button and a test strip moves from the drum into the correct position. Once you have completed the test, just press the button again and the strip is ejected automatically. Your results are stored in memory and can be transferred to your computer if you wish. Accu-Chek Compass Software is available separately. Accu-Chek Compact stores up to 100 test results together with date and time.

We recommend that you use an Accu-Chek Softclix lancing device to obtain capillary blood samples. Blood collection with an Accu-Chek Softclix lancing device is virtually painless. With Accu-Chek Compact you have all you need to monitor your blood glucose quickly and simply, anywhere, at any time.

This User's Manual gives you full details on how to operate Accu-Chek Compact. It also tells you how to clean and look after your meter. At the back of the Manual is a list of all possible error messages with recommendations for troubleshooting.

Please read carefully all text preceded by the following symbols:



Warning!

This warns of a situation that may pose a risk to your health (e.g. as a result of you calculating the wrong insulin dose).



Caution!

This symbol indicates that your meter is at risk of being damaged (e.g. through improper cleaning), or that there may be a problem during testing.



Important!

This label highlights important information that will help you get the most out of your meter.

Please take time to read this Manual and the instructions that came with your test strip drums. Also, when you have a quiet moment, practice testing. To help you learn, check the instructions and other information in this Manual against the description of the meter's parts on pages 2-5.

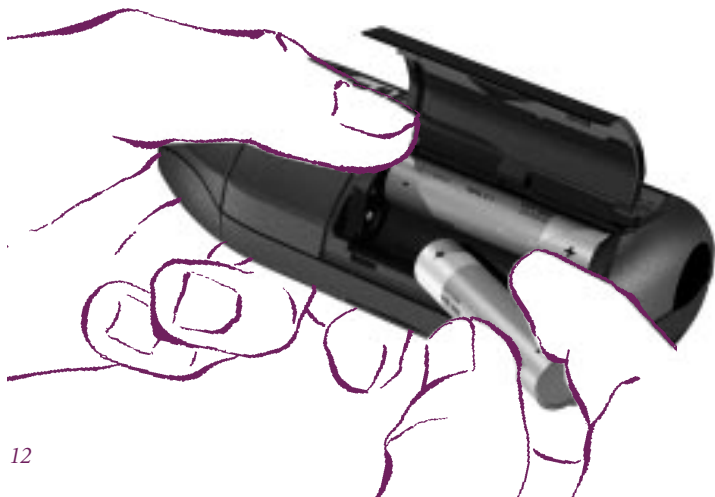
2 Inserting or replacing batteries



- If the meter is on, turn it off.
- Press lightly on the lid of the battery compartment and slide it in the direction of the arrow ①. Open the battery compartment ②.

*Opening the
battery
compartment*

2 Inserting or replacing batteries



- Remove any used batteries.

- Insert two batteries (type AAA).

Make sure that the minus (-) pole of the battery is next to the minus contact in the battery compartment.

A new set of batteries provides enough power to carry out a minimum of 500 blood glucose tests. When battery power is low, the battery symbol  will appear. You can then perform a maximum of 50 more blood glucose tests.

Battery types



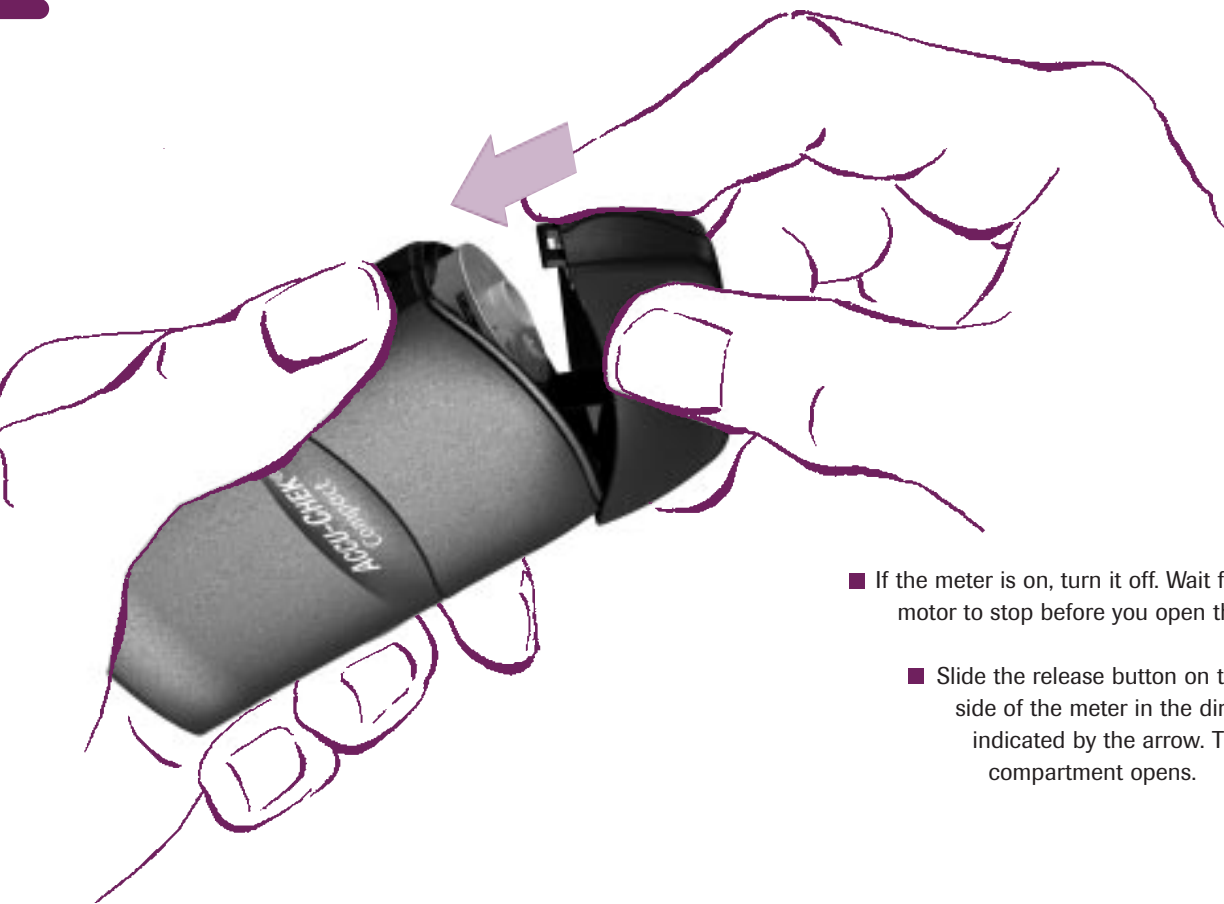
When you replace the batteries, your stored results are retained in memory. However, you will need to re-enter the date and time. If you fail to do so, any blood glucose test results you obtain from this point forward will be displayed and saved without the date and time. In this case, the test results saved in memory will be numbered consecutively so you can still see the order in which you took the readings.

Replacing the batteries

Important!

To keep things simple, we recommend you use up any current drum of strips before replacing the batteries. Otherwise, it may take the meter a long time to advance the first test strip from the next drum, and the “use-by” date warning may also be lost. (See Chapter 3).

3 Inserting or replacing the test strip drum



- If the meter is on, turn it off. Wait for the motor to stop before you open the meter.
- Slide the release button on the right side of the meter in the direction indicated by the arrow. The drum compartment opens.

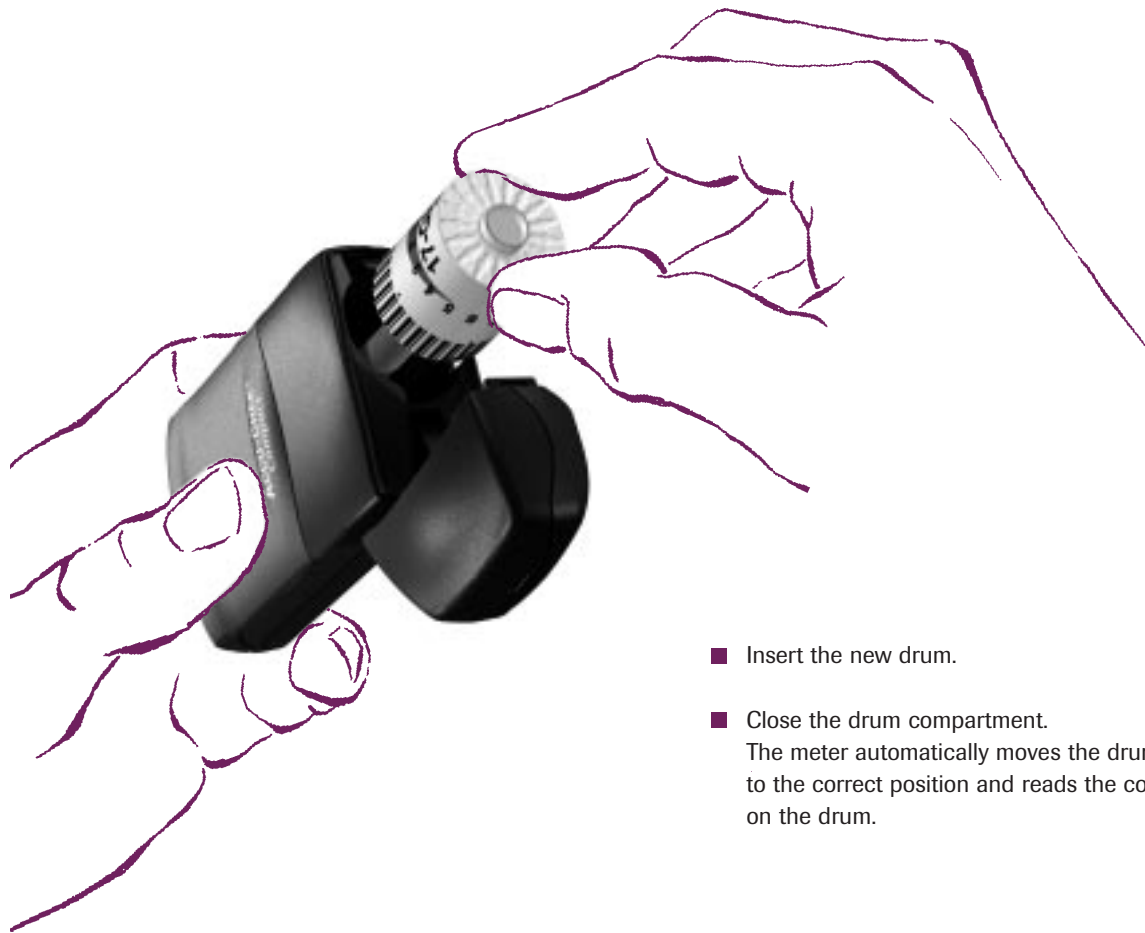
*Opening the
drum
compartment*

3 Inserting or replacing the test strip drum



- To exchange the drum, first tip the meter upright. The old drum drops out.

3 Inserting or replacing the test strip drum



- Insert the new drum.
- Close the drum compartment.
The meter automatically moves the drum to the correct position and reads the code on the drum.

*Closing the
drum
compartment*

3 Inserting or replacing the test strip drum



A dot appears in the small window 13 on the reverse side of the meter. This dot indicates that you have inserted a new, full drum containing 17 test strips. When you perform a blood glucose test, the meter counts the number of test strips that have been used and displays the number of strips remaining.

When all the strips have been used, the dot reappears in the control window. “End” flashes in the display, indicating that the drum is empty

3 Inserting or replacing the test strip drum



Handle the test strip drums with extreme care! If the aluminium foil (the silver ends) on a new test strip drum has been damaged, do not use it. If you do, your blood glucose test results may be incorrect.

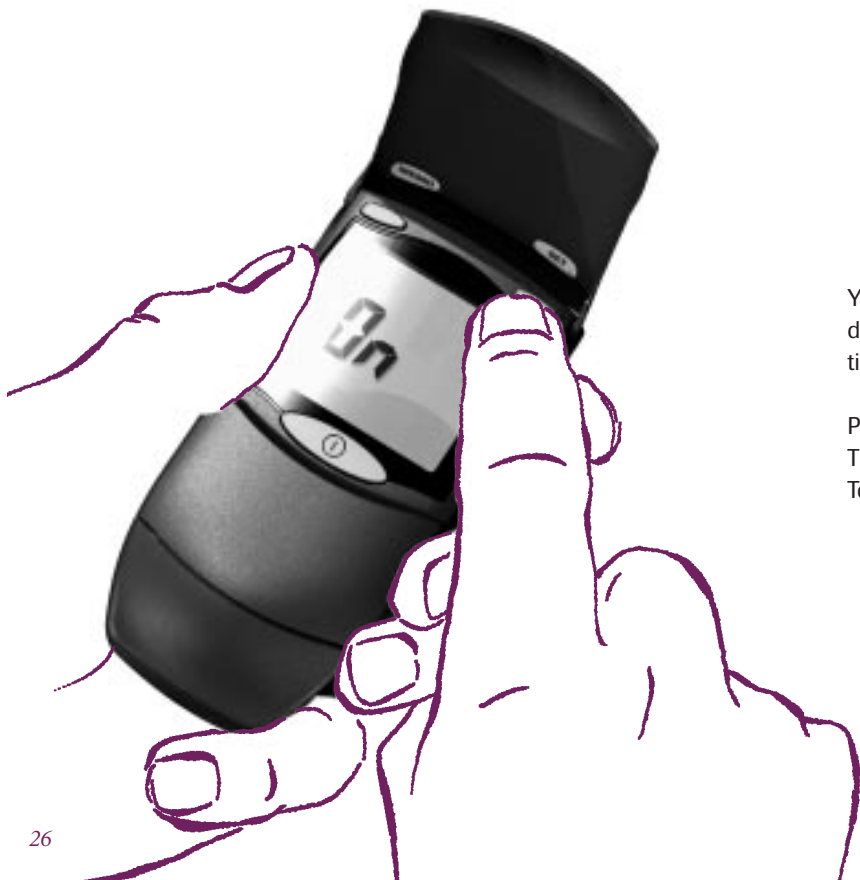
Once you remove a drum from the drum vial, you have 90 days to use up all the test strips. The meter counts the number of days remaining.

Do not open the drum compartment until all of the strips have been used. Whenever the drum compartment is opened and closed, or when the batteries are replaced, the meter thinks a new drum has been inserted, and resets the 90-day countdown.

Warning!

If an open test strip drum is removed from the meter and reinstalled, the 90-day “use-by” period displayed on the meter ceases to have any significance. The message “CTRL” flashes in the display indicating that a quality control test should be performed. Perform a quality control test (as described in Chapter 7.1) to ensure that the strips are still usable. The display indicating the 90-day “use-by” period (flashing drum symbol and date) is still invalid, however.

If you use expired test strips, you may obtain incorrect blood glucose test results.



You may now move to the SET menu to enable or disable the beep signal, to set the year, date and time, and to define the time and date format. *SET menu*

Press the SET button to call up the SET menu.
The field currently flashing may now be changed.
To quit the SET menu, press the ON/OFF button.

4.1 Enabling/disabling the beep signal

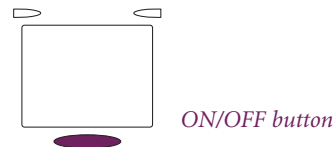
When the beep signal is enabled, the meter beeps when it starts to test, as confirmation that the test strip has received a sufficient amount of blood or control solution. It also beeps each time it displays a message.



- 1. Check that the meter is off and press the SET button. The meter turns on without advancing a test strip from the drum.
- 2. The symbol for the beep signal flashes in the display window, and “ON” appears.

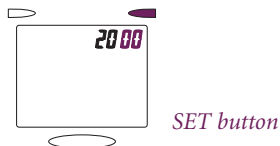


- 3. Press the MEMO button to disable the beep signal. “OFF” appears in the display. If you press the MEMO button again, “ON” reappears.

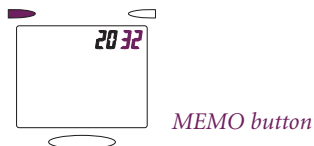


- 4. If you wish to set the year, leave the meter turned on and proceed to step 2 in the next section.

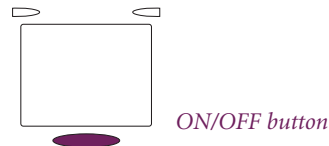
4.2 Setting the year



- 1. Check that the meter is off and press the SET button. The meter turns on without advancing a test strip from the drum.
- 2. Press the SET button repeatedly until the current year setting flashes at top right of the display.



- 3. Press the MEMO button to adjust the year. The meter scrolls upwards through the year values. If you hold the MEMO button down, the meter fast-scrolls forward to 2032 and then begins again at 2000.



- 4. If you wish to define the date and time format, leave the meter turned on and proceed to step 2 in the next section.



The year is not displayed during testing or review of blood glucose test results. It is still important, however, as February 29 in a leap year will only be recognized when the year is properly set. The current year setting is also needed to correctly identify your blood glucose test results if you transfer them from your meter's memory to a computer.

Important!

4.3 Changing the date/time format

If you have a new meter or you have just replaced the batteries, the date will be set to 01.01.2000, and the time to 00:00 hours. The correct date and time are needed to enable you to correctly identify your blood glucose test results and to transfer them from your meter's memory to a computer (see Chapter 6.2).

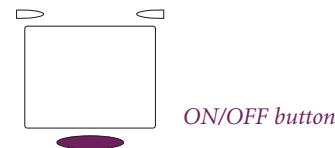
You can choose between the standard 24-hour format (0:00 to 24:00), in which case the date format is DD.MM.YY (day, followed by month, followed by year), and the 12-hour format (0 to 12 o'clock with a.m. or p.m.). In the latter case, the date format changes to MM.DD.YY, i.e. month, followed by day, followed by year.



1. Check that the meter is off and press the SET button. The meter turns on without advancing a test strip from the drum.
2. Press the SET button repeatedly until "24h" is displayed. 24-hour format is selected.



3. Press the MEMO button to select 12-hour format. In the display you see "12h" and the 12-hour display is set to a.m.



4. If you wish to set the date, leave the meter turned on and proceed to step 2 in the next section.



If you do not set the date and time, these fields will be filled with zeros during testing. Your blood glucose test results saved in memory will be numbered consecutively. However, only blood glucose results that are saved with the date and time will be included in the statistical display (please see Chapter 6.1).

Important!

4.4 Setting the time



SET button

- 1. Check that the meter is off and press the SET button. The meter turns on without advancing a test strip from the drum.
- 2. Press the SET button repeatedly until the hour field flashes.



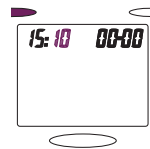
MEMO button

- 3. Press the MEMO button repeatedly to set the hour.



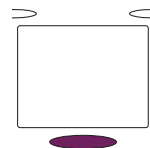
SET button

- 4. Press the SET button again. The minute field flashes.



MEMO button

- 5. Press the MEMO button repeatedly to set the minute.



ON/OFF button

- 6. If you wish to set the date, leave the meter turned on and proceed to step 2 in the next section.



Caution!

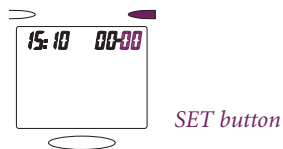
At temperatures below minus 10°C, the batteries do not have enough power to keep the internal clock functioning. In this event the clock must be reset.



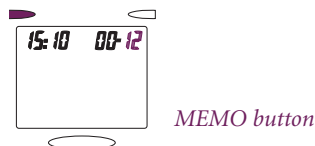
Important!

Instead of pressing the MEMO button repeatedly, you can hold it down to scroll forward quickly.

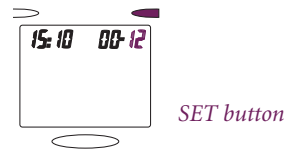
4.5 Setting the date



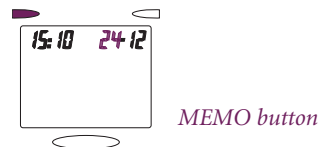
- 1. Check that the meter is off and press the SET button. The meter turns on without advancing a test strip from the drum.
- 2. Press the SET button repeatedly until the month field flashes.



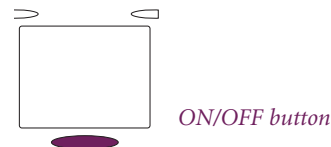
- 3. Press the MEMO button repeatedly to select the correct month.



- 4. Press the SET button. The day field flashes.



- 5. Press the MEMO button repeatedly to select the correct day.



- 6. Press the ON/OFF button to turn the meter off. The current settings will be saved automatically.

5 Testing blood glucose

5.1 Selecting the depth of penetration of your Accu-Chek Softclix lancing device

Depth of penetration should be selected so that only the amount of blood necessary for testing is obtained.

For this purpose Accu-Chek Softclix can be set to different penetration depths ranging from 0.5 to 5.5. They are indicated on the cap by the numbers 1 to 5. The additional intermediate settings marked with dots enable a particularly precise adjustment of Softclix to suit individual skin type.



The markings on the device shows the depth of penetration selected. Penetration depth can be altered by turning the front part of the cap. You will hear the cap click into position, indicating adjustment to a new depth and simultaneously preventing any accidental alteration of penetration depth.

Number 0.5 corresponds to the smallest depth of penetration and number 5.5 the greatest. When selecting the individual penetration depth it is recommended to start with level 1 or 2 to see if the amount of blood obtained is enough to carry out the test. Thicker skin will require a higher level.

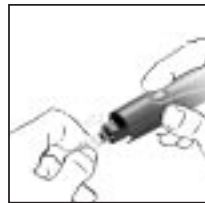
Recommended Penetration Settings

- 0.5-1.5 for soft skin
- 2-3.5 for normal skin
- 4-5.5 for thicker skin

5.2 How to take a blood sample



1



2



3



4



5



6



7

1. Pull off the cap from the Accu-Chek Softclix instrument.
2. Insert a new Softclix lancet as far as it will go into the lancet holder and push it in until it clicks.
3. To remove the protective cap, twist and then pull it.
4. Press the Accu-Chek Softclix cap on again until it clicks. Be sure to align the notch on the cap with centre of the semi-circular cut-out on the ejector.
5. First check that you have set the desired penetration depth. Press in the priming button until it clicks. Be careful not to press the release button at the same time. The lancing device is primed when a yellow dot appears in the transparent release button.
6. Wash and dry hands thoroughly. Milk the blood from the wrist down to the end of the fingers. Hold the Accu-Chek Softclix against the finger tip - or you can use your ear lobe - and press gently. You will feel the thin ring around the opening of the cap and sense the exact point of penetration. Press the release button.



Wait a few seconds to allow the puncture site to open so that a drop of blood can form.

Apply the blood drop to the strip. Then carry out the test according to the instructions that come with the strips or meter.

7. To remove the lancet, pull off the Accu-Chek Softclix cap. To eject the used lancet slide the ejector forwards to remove it, and dispose of the lancet in a sealed container.

To avoid infections use a new lancet each time you take a blood sample.

Using each lancet only once helps ensure virtually pain free blood sampling.

Selecting the Puncture Site

The best place to take capillary blood is from the side of a fingertip as it has the best blood supply and registers the least pain.

Preparing Fingertip or Earlobe

Wash your hands in warm water and dry them well. This helps ensure proper hygiene and stimulates blood flow, since the drop may be too small if the finger to be pricked is too cold or circulation is poor. In addition finger or earlobe should be massaged before pricking.

5.3 *Softclix Lancet*

Use the Softclix lancet to operate Accu-Chek Softclix. These lancets are manufactured to such a high standard of accuracy that the individual penetration depth selected on Accu-Chek Softclix remains unchanged when a new lancet is inserted and consequently there is no need to reset Accu-Chek Softclix. Available in packs of 200 lancets.

Note on Patent Situation

This Accu-Chek Softclix device and its use are protected by US Patent US Re 35803 and other intellectual properties EP-B-0782838,

EP-A-1034740, Des. 429814.

Upon purchase you have acquired the right to use your Accu-Chek Softclix exclusively with Accu-Chek Softclix® lancets.

Safety Remarks

Only use a Softclix lancet with the Accu-Chek Softclix device since the use of other lancets may prevent or impair proper function of Accu-Chek Softclix.

5.4 Testing blood glucose



Warning!

Blood glucose results are displayed in mmol/L. If your meter displays mg/dL contact our Accu-Chek Customer Careline (Refer to Chapter 12: “Customer Support and Services”).

Using the wrong meter/unit can cause you to wrongly interpret the test results.

- Wash your hands thoroughly with warm water and dry them well.
- Open the display cover.
- Press the ON/OFF button. The meter turns on. “ON” appears in the display window, followed by **---** and the date line. Shortly afterwards a test strip is advanced from the drum.

5.4 Testing blood glucose



- With a lancing device such as Accu-Chek Softclix, prick the side of a fingertip. Gently squeeze the fingertip to develop a small drop of blood.
- Wait until the flashing hand symbol and blood drop symbol appear in the display and the meter beeps (if beep signal is enabled).
- Hold the meter so the test strip is pointing downwards at a slight angle (see illustration). Gently touch the front edge of the test strip against the blood. The strip draws up the blood. As soon as the correct amount of blood has been drawn in, the meter beeps and the test commences automatically. The meter recognizes if too little blood has been applied and displays an error message. **---** appears in the display at the start of the test.

*Applying
blood*

5.4 Testing blood glucose



- The **000** in the display gradually disappears. When it has totally disappeared, the test is complete and the test result is displayed. The test strip symbol flashes. Press the ON/OFF button. This saves the test result in memory, releases the strip and turns the meter off. Hold the meter upright so the used test strip falls out at the bottom.

*Used test
strip ejected*

5.4 Testing blood glucose



If your blood glucose test result does not agree with the way you feel, please contact your doctor and perform a quality control check with Compact Control Solutions and a new test strip. If the message HI is displayed, your blood glucose result is above 33.3 mmol/L. If the message LO is displayed, your blood glucose result is below 0.6 mmol/L. The results obtained will not be used in statistical calculations (see Chapter 6.1 “Highest value, lowest value, average”). If a segment is missing from the **888** at power-on (in the display segment test), or if strange characters appear instead of a proper blood glucose result, the display is malfunctioning. Please do not run any more blood tests; contact our Accu-Chek Blood Glucose Meter Careline (please refer to Chapter 12: “Customer support and service”). Do not re-use a test strip that has been completely ejected from the meter. Do not allow your Accu-Chek Compact meter to be used by more than one person. To do so would place all users at risk of infection (see Chapter 7.2 “Cleaning the meter”).

Keep the test strip away from skin unless you are touching it against blood or control solution. Do not bend the test strip, or an error message will be displayed.



short display test



full display check



Important!

If you hold down the ON/OFF button for a few seconds when you turn the meter on, you can perform a full segment check. Do this to verify that all of the display segments are properly displayed.

Retain the vial in which the test strip drums came until you have used up the last test strips. When performing a quality control test, refer to the list of expected values printed on the vial.

Accu-Chek Compact turns off automatically after 5 minutes of non-use. After a blood glucose test result has been displayed, the meter turns off automatically after 60 seconds.

Please dispose of used test strips with your regular household waste.

5.5 Testing conditions

To obtain reliable blood glucose test results, ensure the following conditions are met:

Temperature range

The test must be carried out at a temperature between plus 10°C and plus 40°C, because chemical reactions are affected by temperature. If the test is performed at a temperature outside this range, the test result may be incorrect. At ambient temperatures outside this range, the meter turns off automatically, or error messages or results are displayed together with the thermometer symbol. Do not make treatment decisions based on such results. They are for reference only.

Humidity

Relative humidity must be below 85%. A sudden change in temperature can cause moisture to condense on or inside the meter. If this happens, do not turn the meter on. Wait until it is thoroughly dry again. Make sure that it returns to room temperature slowly.

Electromagnetic fields

Very strong electromagnetic fields may affect the meter's performance. Such electromagnetic fields can occur in the open near transmitters (radio, television, CB stations and poorly suppressed electrical equipment). If this happens, the error message "Err" is displayed. Move the meter to a different location and repeat the test.

*Interference
from electro-
magnetic
fields*

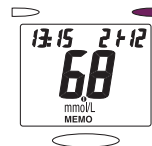
6 Reviewing stored blood glucose results

Accu-Chek Compact stores up to 100 test results together with date and time. Any important information that was displayed along with the test result is saved as well. For instance, if the thermometer symbol was displayed as a warning during a test because the ambient temperature was too high or too low, this information is stored along with the test result.



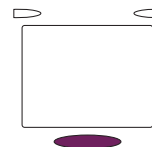
MEMO button

- With the meter turned off, press the MEMO button.
- The meter turns on without advancing a test strip from the drum. The most recent test result and “MEMO” are displayed.



SET button

- Press the SET button to move towards the “oldest” result stored. Press the MEMO button to scroll forward to the “newest” result again. You can hold down the buttons to scroll through your results more quickly.



ON/OFF button

- Press the ON/OFF button to turn the meter off. A test strip is not ejected.

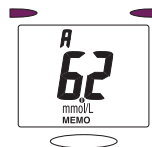
6.1 Highest value, lowest value, average

Your meter can display the highest and lowest blood glucose results and the average of current test results. Statistics are based on the test results stored for the last 7 days, as long as they were saved with date and time. If more than 100 tests were carried out during this period, statistics will be based on the last 100.



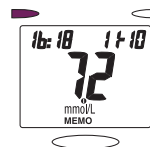
MEMO button

- Press the MEMO button to enter the memory mode. The meter turns on without advancing a test strip from the drum.



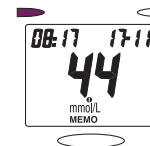
MEMO button and SET button

- Press the SET and MEMO buttons at the same time. The average of your current test results are displayed, identified by an "A".



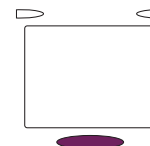
MEMO button

- Press the MEMO button again. The highest measured test result is displayed together with date and time.



MEMO button

- Press the MEMO button again. The lowest measured test result is displayed together with date and time.



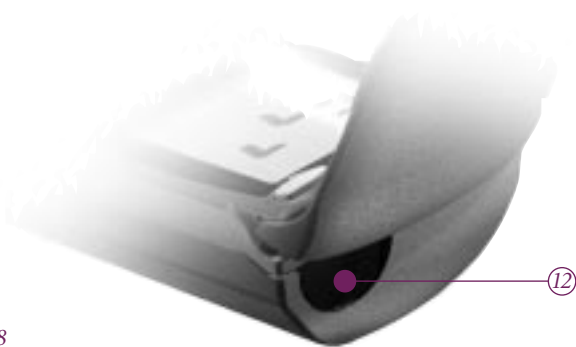
ON/OFF button

- Press the ON/OFF button to turn the meter off. A test strip is not ejected.

6.2 Downloading test results to a computer

The blood glucose test results stored in your meter can be downloaded to a computer. This way you can keep a permanent record of long-term trends in your blood glucose values.

To transfer stored blood glucose test results to a computer, you need the appropriate hardware and software for infrared data transfer (please call our **Accu-Chek Customer Careline** – see Chapter 12 for details).



- Install the software according to the manufacturer's instructions.
- Locate the infrared interface on the Accu-Chek Compact. ¹²
- Position the infrared adaptor (available separately) less than 10 cm away, so the two infrared windows are pointing toward one another.
- Press the SET button and MEMO button at the same time. The meter turns on without advancing a test strip from the drum. The meter automatically downloads all stored blood glucose test results to your computer. Two arrows flash in the display during the download. Once downloading has finished, the meter turns off automatically. A message is displayed on the computer indicating that the data transfer is complete.
- The computer turns Accu-Chek Compact off.

*Infrared
adaptor*



Important!

If data transfer did not occur or was incomplete, the meter turns off automatically after 5 minutes. To make the most of the download feature, you must set the year, date and time in your meter.

7 Checking, cleaning and storing your meter

7.1 Checking the meter

To ensure reliable results, you must periodically check the performance of your Accu-Chek Compact. Do this by running a quality control check using Compact Control Solutions.

When should I check my Accu-Chek Compact system?

- When you open a new pack of test strips.
- After you have replaced the batteries.
- If your meter flashes “CTRL”, indicating that a quality control test is required.
- After you have cleaned your meter.
- If your blood test does not agree with how you feel.

Running a quality control test

- Press the ON/OFF button. The meter turns on and automatically advances a test strip.
- Press the SET button. “CTRL” appears in the display (simultaneously with the hand symbol) and is automatically stored along with the result, to flag it in memory as a control test result.
- Wait for the hand symbol **and the blood drop** to flash in the display before you apply control solution.

*Quality
control
checking*

7.1 Checking the meter



- Take a bottle of control solution and hold the dropper tip downwards until a hanging drop forms at its end. Gently touch the drop of control solution against the front edge of the test strip near the black notch until the meter beeps and **000** appears in the display. The meter runs a test, then displays the result and “CTRL”.
- Refer to the table on the label of the vial the drum came in and determine if the value is within the expected range. If the result is outside this range, run another quality control check. If the result of the second test is outside the expected range as well, refer to the “Troubleshooting guide” in Chapter 10. If you are unable to identify or eliminate the source of the problem, contact our **Accu-Chek Customer Careline**. Please see Chapter 12 for details of customer support and service.



Important!

Control readings (identified by “CTRL”) are not used in statistical calculations.

7.2 Cleaning the meter



If the outside of your meter or the display are dirty, wipe them off with a slightly dampened cloth. If blood has entered the test strip guide, or if the message “OFF” is displayed, clean the meter as follows:

- Remove the cover from the measurement optics by slightly squeezing it from both sides ① and lifting it ② off.

*Removing the
optical system
cover*

7.2 Cleaning the meter

- Clean the measurement optics carefully with a slightly dampened cotton swab or a soft, lint-free cloth.
- Press the cover back on.

Cleaning the optical system



Caution!

Please ensure that the optical system cover (see description of the meter's parts on pages 2 and 3) is firmly in place when you take a reading.

7.2 Cleaning the meter



A potential risk of infection exists. Medical staff and other persons using Accu-Chek Compact to test blood glucose from more than one patient must be aware that any item coming into contact with human blood is a potential source of infection. (Please see “Protection of Laboratory Workers from Infectious Diseases Transmitted by Blood, Body Fluids, and Tissues”; Second Edition, Tentative Guideline, 1991, Document M29-T2, National Committee for Clinical Laboratory Standards.)



If you use 70% alcohol or a strongly diluted rinsing solution in the medical environment, wipe these fluids off immediately after application. Do not use cleaning agents that contain acetic acid (vinegar) or scouring agents because they can damage the display and the measurement optics.

7.3 Storing the meter

With the batteries removed, the meter may be stored at between minus 40°C and plus 70°C. Please refer to the test strip package insert for the temperature at which to keep the test strips.

Storing the meter



Do not store the meter at above plus 50°C when it contains batteries. At this temperature and above, the batteries could leak and damage the meter. At temperatures below minus 10°C, the batteries do not have enough power to keep the internal clock functioning. Store the meter in a dry place to keep it in good working condition.

Caution!

8 *Technical data*

Meter type	Accu-Chek Compact
Test Principle	Determination of glucose in fresh capillary blood by reflectance photometry.
Measuring range	0.6–33.3 mmol/L
Sample size	Approx. 3–3.5 µL (millionths of a litre)
Measuring time	Approx. 15 seconds (depending on concentration)
System operating conditions	plus 10°C to plus 40°C
Meter storage conditions	Without batteries and test strips: minus 40°C to plus 70°C With batteries and test strips: plus 2°C to plus 30°C With batteries but without test strips: minus 10°C to plus 50°C
Humidity	Less than 85% relative humidity

Memory capacity	100 test results with time and date, average, highest and lowest blood glucose readings
Dimensions	103 x 52 x 31 mm
Weight	Approx. 120 g with batteries and test strip drum
Display	Liquid Crystal Display (LCD) with symbols
Automatic power-off	After 60 seconds/5 minutes depending on testing status
Power supply	2 batteries type AAA
Battery life	At least 500 readings
Interface	Infrared interface
Safety class	III
LED/IRED	Laser Class 1

Manufacturer's warranty:

As part of the Accu-Chek Commitment, Roche Diagnostics warrants that the meter and lancing device shall be free from defects in material and workmanship under the terms as specified on the Warranty Card. Your statutory rights are not affected.

The meter and lancing device must have been subjected to normal use. No claim will be entertained if the meter or lancing device has been improperly handled, used or serviced, or has been tampered with.

We undertake to repair faulty components free of charge or, at our discretion, to provide a fault-free replacement meter.

Guarantee:

The manufacturer's warranty is in addition to, and in no way affects, your statutory rights or any warranty claims you may have against the seller of the meter under the terms of your sales contract.

Be sure to fill out your warranty card that came with your Accu-Chek Compact system and return to Roche Diagnostics.

10 *Troubleshooting Guide*

If your meter repeatedly displays error messages, if you have reason to doubt the validity of a test result, or if a quality control check returns a result that is outside the expected range (see Chapter 7.1), please check the following points:

- Did you perform the test as directed? (see Chapter 5)
- Is the optical system dirty? (see Chapter 7.2)
- Do the batteries still have enough power? Are they properly inserted? (see Chapter 2)
- Did you perform the test within the correct temperature range? (plus 10°C to plus 40°C)
- Are the test strips beyond their expiration date? (see test strip drum container)
- Has the 3-month “use-by” period for the drum been exceeded? (see insert)

- Have the proper storage conditions for the meter and test strip drum been observed? (see Chapter 7.3 and the package insert that came with the test strip drum)
- For quality control checks: Is the control solution beyond its expiry date? (see label on bottle)
- For quality control checks: Did you use the correct quality control solution? (Compact Control)

If you have checked these points and still receive error messages or doubt the validity of results, please contact our **Accu-Chek Customer Careline**.

Please see Chapter 12 for details of customer support and services.

11 Display messages

When symbols and numbers are shown in purple below, it indicates that they flash in the meter's display.

Display	Cause	Action
Meter will not turn on. 	• Batteries are empty. • Ambient temperature is too low. • Display is damaged. • Meter is defective.	• Move the meter somewhere warmer and repeat the test. • Contact our Accu-Chek Customer Careline (see Chapter 12 “Customer support and service”).
 Battery symbol appears and disappears after 3 seconds.	Battery power is sufficient for a maximum of 50 more tests. Insufficient battery power – no further tests can be performed.	Continue testing until all the test strips in the test strip drum have been used. Then insert two new batteries (type AAA) and a new test strip drum. Insert two new batteries (type AAA).
 Clock has stopped. Clock is slow after the meter is turned on.	The meter was exposed to temperatures below minus 10°C, and the batteries are starting to freeze.	Always store the meter at above minus 10°C.
		

11 Display messages

Display



Cause

Temperature was outside the indicated range during testing.

Action

The displayed test result may only be used for reference purposes. It is saved along with the thermometer symbol. To perform an accurate test, let the meter and test strips slowly cool down or warm up, and repeat the test. The optimum measuring temperature is between plus 10°C and plus 40°C.



It is too warm or too cold for the test, i.e. warmer than plus 45°C or colder than plus 5°C.

No test result is displayed or saved. Let the meter and test strips slowly cool down or warm up, and repeat the test. The optimum measuring temperature is between plus 10°C and plus 40°C.



There was not enough blood on the strip.

Repeat the test with a larger drop of blood.



The test strip drum in the meter is empty.

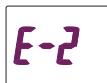
Insert a new drum.

If the message is still displayed, please call our **Accu-Chek Customer Careline** (see Chapter 12 “Customer support and service”).

A dot appears in the control window at the back of the meter.

11 Display messages

Display



Cause

The bar code information stored from the test strip drum has been lost.

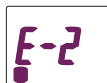
Action

Open the drum compartment and close it again.



Warning!

Warning! The display showing the 90-day “use-by” period will be lost (see Chapter 3).



There is no test strip drum in the meter.

Insert a test strip drum.



You inserted a test strip drum that has already been used.

The meter cannot determine how long the test strip drum has been outside the meter, or whether it is still usable. If you are certain that the 3-month “use-by” period has not been exceeded, you may continue to use the drum. Perform a quality control check. The result of the quality control check will be stored in memory along with “CTRL”, and the drum symbol will remain displayed until a new drum is inserted. If you do not perform a quality control check, the flashing drum symbol and the flashing “CTRL” will appear with every new test until a new drum is inserted. Until this point, all test results will be stored along with the flashing drum symbol and “CTRL”.

11 Display messages

Display

Drum symbol and “E-2” flash when the **first drum** from a new pack is inserted. During subsequent tests the drum symbol flashes.



Cause

The bar code on the drum is damaged.

Action

Remove the drum from the meter and return it to its vial. Insert the second drum from the package and use all 17 test strips. When it is time to replace the drum, insert the first drum with the damaged bar code. When the error message is displayed, press the SET button. The meter uses the code from the previous drum. “CTRL” flashes in the display, requesting you to perform a quality control check. You can use all 17 test strips. The drum symbol continues to flash in the display until a new drum is inserted.



Warning!

All test strip drums in the same package have a bar code unique to that package. Do not try to code the meter using drums from a different package. Check if you are using the correct drums by comparing their batch codes. The batch code is preceded by the symbol . If the message is still displayed, please contact our Accu-Chek Blood Glucose Meter Careline (see Chapter 12 “Customer support and service”).

11 Display messages

Display

Drum symbol and “E-2” flash when the **second or third drum** of a package is inserted. During subsequent tests the drum symbol flashes.



Cause

The bar code on the drum is damaged.

Action

Press the SET button. The meter uses the bar code from the first drum. The error message disappears. “CTRL” flashes in the display, requesting you to perform a quality control check. You can use all 17 test strips. The drum symbol continues to flash in the display until a new drum is inserted.



Warning!

All test strip drums in the same package have a bar code unique to that package. Do not try to code the meter using drums from a different package. Check you are using the correct drums by comparing their batch (or lot) codes. The batch code is preceded by the symbol . If the message is still displayed, please contact our Accu-Chek Blood Glucose Meter Careline (see Chapter 12 “Customer support and service”).

11 Display messages

Display



or



Cause

The 3-month “use-by” period has been exceeded. The test strips in the drum are unusable.

Action

Insert a new drum.



Warning!

If you continue to use the drum, carry out a quality control test. The test results obtained under these conditions may only be used for reference purposes. The error message continues to flash in the display until a new drum is inserted.

When reviewing results: The test strips used to obtain the stored result were unusable (more than 3 months old).



Warning!

The test results obtained under these conditions may only be used for reference purposes and must not be used for decisions regarding therapy.

11 *Display messages*

Display



Cause

- A test error has occurred.
- There is electromagnetic interference.

Action

- Repeat the test.
- Move away from possible sources of interference (see Chapter 5.3 “Testing conditions”).



- You forcibly removed the test strip during testing.
- You bent the strip while applying blood or during measurement.
- The optical system cover may not be closed properly.

- Repeat the test with a new strip, this time ejecting it by means of the ON/OFF button.
- Repeat the test with a new strip.
- Ensure that the optical system cover is firmly in place.



The test strip is stuck in the guide.

Pull the strip out of the meter. Carefully open the drum compartment and remove the drum without turning it. Re-insert the drum. Close the drum compartment. Keep the “use-by” period in mind when reusing the drum.

11 Display messages

Display



Cause

- You touched the test strip against the blood drop too soon.
- The optical system is dirty.
- The test strips are too old.
- The meter was turned off and on again. The strip is still in the meter.
- You forcibly removed the test strip during testing.

Action

- Turn the meter off and on again. Repeat the test. Wait until the hand symbol has appeared in the display before touching the test strip against the blood drop.
- Clean the optical system and repeat the test.
- Insert a new test strip drum.
- Hold the meter upright and let the strip drop out, or remove the strip manually, even if it takes a small amount of force.
- Repeat the test with a new strip, this time ejecting it by means of the ON/OFF button.



The blood glucose result is above the upper limit of 33.3 mmol/L.



Warning!

If this test result agrees with the way you feel, follow your doctor's advice. If the way you feel does not agree with this test result, please perform a quality control check with Compact Control solution and a new test strip.

11 Display messages

Display



Cause

The blood glucose result is below the lower limit of 0.6 mmol/L.

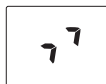
Action



Warning!

If this test result agrees with the way you feel, follow your doctor's advice. If the way you feel does not agree with this test result, please perform a quality control check with Compact Control solution and a new test strip.

The download symbols are not displayed, Accu-Chek Compact is turned off after 5 minutes and the computer displays a download-related error message.



- An error occurred while data was being downloaded.
- A bright light source is too close to the infrared adaptor or the meter.
- The meter and the infrared adaptor are too far away from one another or not correctly aligned.
- A computer software error occurred.

- Download the data again.
- Increase the distance from the light source.
- Decrease the distance between the two units to less than 10 cm. Make sure the two IR windows are pointing toward one another.
- Read the Manual for the download software.

11 Display messages

Display



Cause

- Electrostatic discharge
- Meter is defective.

Action

Switch meter off and then on again

Please contact our

Accu-Chek Customer Careline

(see Chapter 12 “Customer support and service”).



Important

Please note: Several messages may be displayed simultaneously.

A combination such as a thermometer, drum symbol, blood glucose result, date and “CTRL” flashing means:

The temperature during measurement was outside the indicated range and the 90-day countdown period for the drum has ended.

12 Customer support and service

Customer support:

If you have any questions on how to use your meter or lancing device, if any of the results you obtain seem implausible, or if you suspect the meter has a fault, please contact the **Accu-Chek Customer Careline**.

Service:

Please note that any repair, adjustment, or other change of the meter must only be performed properly by persons who have been authorised by Roche Diagnostics. If you suspect that the meter has a fault, please start by contacting the **Accu-Chek Customer Careline**. Our staff will attempt to identify and solve your problem over the phone. Some problems, however, cannot be solved over the phone, in which case you will be asked to send your Accu-Chek Compact meter together with the test strips you used and (if applicable) the completed guarantee card to your Customer Support Centre.

Roche Diagnostics Ltd,
Bell Lane, Lewes,
East Sussex, BN7 1LG,
UNITED KINGDOM

Freephone: 0800 701000
Freephone Rep. of Ireland: 1 800 709600

On packaging, on the type plate and in the User's Manual you may encounter the following symbols, shown here with their meaning:



For in vitro diagnostic use



This product fulfils the requirements of Directive 98/79/EC on in vitro diagnostic medical devices.



Catalogue number



Please read package insert



Manufactured by



Caution (refer to accompanying documents).
Please refer to safety-related notes in the manual accompanying this instrument.



Store at

Accu-Chek and Softclix are trademarks
of a member of the Roche Group

13 Components of the Accu-Chek Compact System

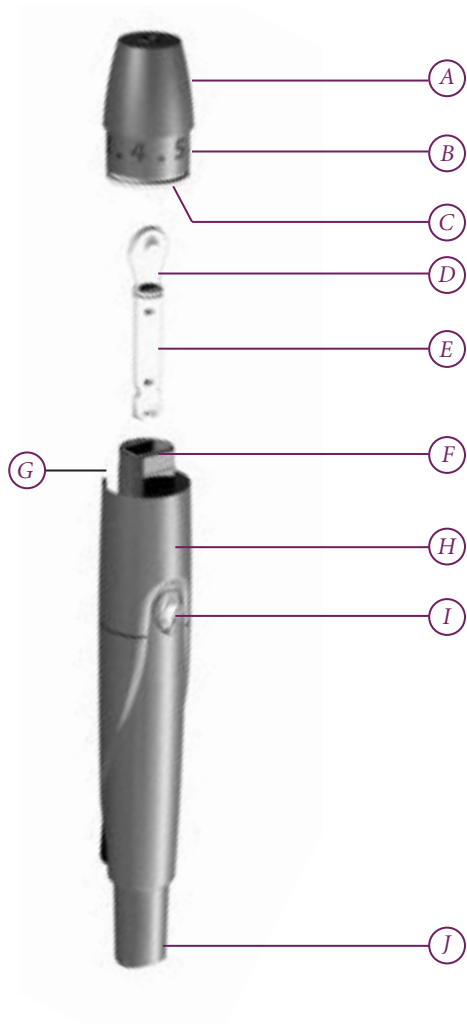
- ① Accu-Chek Compact
- ② Accu-Chek Softclix finger pricker



13 Components of the Accu-Chek Compact System

- ③ Vial (contains 1 test strip drum of 17 strips)
- ④ Compact Control Solution for checking the performance of your system
- ⑤ 17 sterile Softclix lancets
- ⑥ Carrying case





14 About the Accu-Chek Softclix

A Cap

B Depth selection arrow

C Notch

D Protective cap

E Softclix lancet

F Lancet holder

G Semi-circular cutout

H Ejector

I Transparent release button

J Priming button

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