

Warranty Extension for Accu-Chek Combo and Accu-Chek Insight insulin pumps

At Roche Diabetes Care, we wish to do all we can to alleviate pressure for people with diabetes, clinicians and the health system during the Covid-19 pandemic.

We recognise that for people who are approaching the end of their insulin pump warranties, choices about new insulin pumps are often made at group sessions and pump starts are regularly also undertaken in groups. Therefore, all warranties for Accu-Chek Combo and Accu-Chek Insight insulin pumps that were due to expire before the end of June will be extended, initially for three months. We will further review this if the pandemic continues beyond that time.

The current coronavirus situation has led to unprecedented demand for insulin pump consumables and it is necessary for us to act to ensure uninterrupted supply. The maximum consumable order will be limited to one month's supply, which is applicable to pump consumables only. People with diabetes are urged not to order more than required. Please also be aware that we are receiving an increase in the number of calls to our order line so call waiting times may be longer than normal.

We do not have any further supply chain disruption in relation to COVID-19 and all other Accu-Chek products are available as usual. Our manufacturing sites across the globe are operating as normal and the delivery of products to/from affected countries remains stable. Our warehouse stock is sufficiently covered to avoid customer backorders on a global and local level. Should the situation change we will, of course, inform you immediately and will keep our website (www.accu-chek.co.uk) fully updated.

19th March 2020

Roche Diabetes Care UK & Ireland