

***Retail Letter / Boots  
(Accu-Chek Performa Nano)  
SB\_RDC\_2016\_09***



Boots UK  
Thane Road  
Nottingham  
NG90 1BS

Burgess Hill, 8<sup>th</sup> July 2016

**Important information on the Accu-Chek® Performa Nano blood glucose monitoring system:  
Missing code keys in 1200 kits out of lots no. 10135127 and 10134053**

Dear Sirs,

With this letter we would like to inform you that during internal testing we have very recently detected the code key to be missing in the 1,200 Accu-Chek Performa Nano kits which you received (Lots 10135127 and 10134053). The Accu-Chek Performa Nano blood glucose meter cannot be operated without the pre-inserted code key. Please make sure that no affected kits of the Accu-Chek Performa Nano blood glucose monitoring system are distributed to your customers.

We have implemented the appropriate corrective measures to the production process as highest priority and can assure you that the issue has been solved completely. We will be able to provide you with new Accu-Chek Performa Nano kits shortly. In parallel, we would like to ask you to send all 1,200 affected kits back to our central warehouse. To ensure a smooth and speedy processing, our local supply chain team will contact you with the details directly.

Thank you very much in advance for your co-operation and we apologize for any inconvenience this issue may have caused. If you have any further questions, please do not hesitate to contact your National Account Manager.

Kind regards,

Roche Diabetes Care

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