

Omnipod DASH® Beeping Customer Communication

Dear Podder™,

We are sending you this service bulletin as our records show that you and/or a loved one are a current user of the Omnipod DASH® System. We'd like to update you about occasional beeping that may occur with no connected notification, which you may have experienced with the Omnipod DASH® Personal Diabetes Manager (PDM).

The recommended use of the Omnipod DASH® Pods is for up to 72 hours. As intended by the design, at 72 hours of wear, a Pod expiry alarm will sound from the Omnipod DASH® PDM. If the Pod is still in use, this will continue to sound every subsequent hour during the 72 to 79 hours of wear until the Pod is deactivated. If a Pod has been worn for over 72 hours, after a new Pod is activated, the Pod expiry alarm will continue to sound again on the PDM with no associated notification. This will continue to occur each hour with the new Pod for up to seven times.

To prevent this unnecessary alarm happening or continuing to occur if you change your Pod after 72 hours, we recommend pressing the side power button to switch the PDM off and turn it back on again, after your Pod change. This will not affect your PDM settings or insulin delivery. If you frequently change your Pods before the 72 hour expiry time, you should not experience this alarm.

We hope this service bulletin will help you to continue to successfully use the Omnipod DASH® System. If you have any questions regarding the information provided, please contact Customer Care on [0800 0116132](tel:08000116132) or omnipod-GB@insulet.com.