



# ACCU-CHEK<sup>®</sup> *Compact*

Owner's Booklet





## ***Dear ACCU-CHEK Meter Owner,***

*Thank you for choosing the ACCU-CHEK Compact meter!*

*Congratulations on your decision to take control of your diabetes. We've designed your new ACCU-CHEK Compact system with comfort, convenience, and control in mind – to help make living with diabetes a little easier.*

*This booklet will help you get the most from your ACCU-CHEK Compact meter. We also invite you to visit **[www.accu-chek.com](http://www.accu-chek.com)** to find out about services, tools, and information that can help you manage your diabetes.*

*To start testing quickly, you can also refer to the First Time Guide or the Quick Reference Guide.*

*If you have questions, we're here to help. Just call the ACCU-CHEK Customer Care service center toll-free at **1-800-858-8072**. We offer assistance 24 hours a day, 365 days a year, in Spanish and many other languages.*

*Thanks again for choosing an ACCU-CHEK system.*

# The ACCU-CHEK Compact System

Your new ACCU-CHEK Compact meter and accessories work together to measure the amount of sugar (glucose) in your blood to help you and your doctor control your diabetes. The system includes:

- **ACCU-CHEK Compact Meter**
- **Batteries**
- **ACCU-CHEK Compact Control Solution\***
- **ACCU-CHEK Compact Test Drum (17 tests)\***
- **ACCU-CHEK Softclix Lancet Device\***
- **ACCU-CHEK Softclix Lancets\***

## Why Regular Blood Sugar Testing Is Important

Checking your blood sugar can make a big difference in how well you can manage your diabetes on a daily basis. We've made it as simple and comfortable as possible. ACCU-CHEK meters are easy to use, and you can adjust the ACCU-CHEK Softclix lancet device to make testing more comfortable.

## Need Help?

Just call the ACCU-CHEK Customer Care service center, 24 hours a day, 365 days a year, at **1-800-858-8072**. You can also visit **[www.accu-chek.com](http://www.accu-chek.com)** for diabetes management tools and product demonstrations.

To make sure you receive the best customer service possible and news about product updates, please complete and mail your warranty card.

\*Items may be sold separately.

## Important Information About Your New Meter

- Your new blood glucose meter is designed and approved for testing fresh capillary whole blood samples (like blood taken from fingertips or forearm) outside the body (*in vitro* diagnostic use). It should not be used to diagnose diabetes.
- Be sure to use only ACCU-CHEK Compact test drums with the meter. Other test strips may produce inaccurate results.
- Do the control tests explained in this booklet to make sure your system is working properly.
- Carefully dispose of used test strips and lancets.

## Health-Related Information

- Being severely dehydrated or losing a lot of water may give you false (low) test results. If you think you're suffering from dehydration, call your doctor right away.
- If you have followed all the instructions in this booklet and still have symptoms that don't seem to match your test results – or if you have questions – talk to your doctor.

# Contents

<b>Chapter 1: Understanding Your New System</b> .....	6
The ACCU-CHEK Compact System .....	6
Installing the Test Drum .....	8
Installing (or Changing) the Batteries .....	10
Setting the Beeper, Year, Time, and Date .....	11
<b>Chapter 2: Control Testing</b> .....	13
Why Run Control Tests? .....	13
About the Control Solution .....	13
Running a Control Test.....	14
Understanding Control Test Results.....	17
<b>Chapter 3: Testing Your Blood Sugar</b> .....	19
Preparing the ACCU-CHEK Softclix Lancet Device .....	19
Running a Blood Sugar Test.....	21
Testing with Blood from Alternative Sites .....	23
Proper Testing Conditions .....	27
Recording Your Results .....	28
Storing Your Supplies.....	28
Understanding Your Test Results .....	28

<b>Chapter 4: Using Your Meter’s Memory</b> .....	30
Storing Test Results .....	30
Viewing Test Results .....	30
Viewing Trend Information .....	31
Downloading Your Meter to a Computer or PDA .....	32
<b>Chapter 5: Maintenance and Troubleshooting</b> .....	34
Attaching the Nose Cover .....	34
Cleaning Your Meter .....	35
Maintenance and Testing .....	36
Screen Messages and Troubleshooting .....	37
<b>Chapter 6: Technical Information</b> .....	43
Product Limitations .....	43
Specifications .....	43
Product Safety Information .....	44
Warranty .....	45
Money-Back Guarantee .....	46
Additional Supplies .....	48
Information for Professional Caregivers .....	49
Index .....	50

# Chapter 1: Understanding Your New System

## The ACCU-CHEK Compact System\*

\*Items may be sold separately.

### MEM Button –

Press this button to review values in memory.

### Display –

Shows blood sugar results, messages, and results stored in memory.

### Nose Cover –

Covers the optics of the meter. Removable for cleaning, if necessary. (Must be attached to test correctly.)

### Test Strip Slot –

Test strip comes out of the meter here.

### Display Cover –

(Removable)

### SET Button –

Press this button to set the Beeper/Year/Time/Date.

### TEST Button –

Press this button to perform a test or to turn the meter off. Also, at the completion of a test, pressing this button ejects the test strip.

### Release Button –

Slide this button toward the display window to open the test drum compartment.

### Battery Cover –

Slide cover to unlock, open, and replace batteries.

### View Window –

Displays the number of strips remaining.

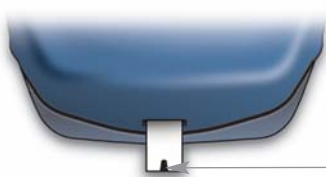






Top

**Infrared (IR) Interface Window** – Used to transfer data from the meter to a computer.



**Test Strip** – Touch drop of blood or control solution here at the black notch on the front end of the test strip.

**Test Drum** – Bar code on label is read by the meter so coding is not necessary.



**Drum Vial** – Label shows acceptable ranges for glucose control solutions and use-by date.



Cap with Comfort Dial  
Depth Selection



**Clear Cap**  
(for alternative site testing)



Ejector

**Lancet Device**

Plunger

7

Protective Cover





**Lancet**

# Installing the Test Drum

1. With the meter off, slide the release button toward the display to open the test drum compartment.
2. If there is a used drum in the compartment, hold the meter upright to remove the used test drum. The empty drum drops out.
3. Remove a new test drum from its vial.
4. Slide the new test drum onto the plastic post inside the compartment. It can only be inserted in one direction.
5. Close the compartment door until it snaps.  
*(See Notes on following page.)*



## Notes:

- Once you remove a test drum from its vial, you have 90 days to use up all the strips.
- Don't open the drum compartment until you've used all the strips. Doing so causes the test drum symbol  to flash and makes the 90-day "use by date" warning invalid.
- If you do take out a partially used test drum and put it back in the meter, "CTRL" flashes in the display, meaning you should perform a control test. For more information, see *Control Testing, Chapter 2*.
- Keep the test drum vial or the vial label until you are finished with the test drum. You'll need to refer to the numbers on the label when you run a control test.
- When a test drum is empty, the dot reappears in the view window on the back of the meter, "End", and the test drum symbol  flash on the display.
- Store your test drum and meter in a cool, dry place – between 36-86°F (2-30°C). Do not freeze.

# Installing (or Changing) the Batteries

1. Slide the battery cover on the back of the meter to unlock it and open it.



2. Insert the batteries with the + and – ends matching the marks in the battery compartment.
3. Slide the battery cover back in place.



## Notes:

- The meter uses two AAA batteries. Use long-lasting alkaline (not rechargeable) batteries and keep an extra pair on hand.
- Always replace both batteries at the same time and with the same brand.
- Try to wait until the current test drum is empty before replacing the batteries. Otherwise, the meter may take some time to advance to the next test strip and may give an incorrect use-by date warning.
- After you change the batteries, you will have to reset the time and date, but all test results stay in memory.
- The meter turns off automatically after five minutes of nonuse. When this happens, test results are still saved in memory.



- The battery symbol means the batteries are low and should be changed soon.
- If the meter shuts off after 3 seconds, no more tests can be run.

# Setting the Beeper, Year, Time, and Date


Setting the time and date is important if you use the meter's memory or connect to a computer.

1. With the meter off, press SET.
2. Press MEM to turn the **beeper** on or off.



*(See Notes on following page.)*



3. Press SET. The last two numbers of the **year** will flash.
4. Press MEM to change the **year**, then press SET. The time format (12h or 24h) will appear. The 24-hour format is known as military time.
5. Press MEM to select the desired time format, then press SET.
6. Press MEM to change the hour, then press SET.
7. Repeat Step 6 until the minutes, month, and day are set.
8. When the time and date are set and ON (or OFF) appears again, press  to turn off the meter.

## Notes:

- The beeper is designed to make the ACCU-CHEK Compact meter easier to use, but you can turn it off and not affect your test results in any way.
- When you first get your meter, the beeper is set to “On” and sounds whenever:
  - A strip is ready for blood or control solution
  - A result or message is displayed
  - Sufficient blood or control solution is applied to a strip
  - An error occurs while testing

# Chapter 2: Control Testing

## Why Run Control Tests?

Control tests ensure that both the meter and the test strips are working properly and giving reliable results.

You should run a control test when:

- The meter is new.
- You open a new box of test strips.
- You leave the cap off the test drum vial before using the drum.
- You want to check the performance of the meter and test drum.
- You drop the meter.
- **CTRL** flashes in the meter display window.
- Your test results don't agree with the way you feel.
- You want to make sure you're performing tests correctly.


## About the Control Solution

- Make sure you use ACCU-CHEK Compact control solution.\*
- When you first open the bottle, write the date on the label – the solution is good for three months from that date or until the expiration date on the bottle, whichever comes first.
- Never use control solution that has expired.
- Always close the control solution bottle tightly.
- Store at 36-86°F (2-30°C). Do not freeze.

\*ACCU-CHEK Compact Blue control solution may not be available in all countries.

# Running a Control Test

***For control testing, you'll need your meter (with a test drum inserted), a bottle of ACCU-CHEK Compact control solution, and a napkin or paper towel.***

1. With a test drum inserted, press  .
2. The time, date, and test strip appear on the display. Next, the flashing blood drop and hand appear on the display. Then, press SET to mark the test as a control test.

CTRL is displayed on the screen and stored in memory to show that this result is from a control test.

When marked as CTRL, the result is not included in the average and other trend information (see *Viewing Trend Information*).



***Do not operate without the nose cover attached. For more information, see Chapter 5: Maintenance and Troubleshooting.***



3. For accurate results, before you apply a drop of solution to a test strip, roll the bottle, squeeze one drop onto a paper towel, then wipe the bottle tip clean.

4. Hold the meter so the test strip points downward.

**Only a small drop of control solution is required.**



**Do not bend the test strip.**

5. Gently touch and hold one drop of solution against the black notch on the strip.

The test begins when the test strip has enough solution. If the beeper is turned on, the meter will beep when the test begins.


**Do not pull the bottle away until the meter beeps or 000 is displayed.**

The 000 on the display gradually disappears during the test.

The test result appears and is stored in the meter's memory automatically.

6. Check that the result is within the acceptable range on the test drum vial or the vial label. (Use the range – low or high – that matches the type of solution you have.)

**If the result is not in the acceptable range, see Understanding Control Test Results.**

7. Holding the meter upright, press  to release the test strip and turn the meter off.

8. Dispose of the used test strip in a proper waste container.  
**(See Notes on following page.)**




**Range (mg/dL)**

Low 34–64

High 314–424



## Notes:

- Do not operate without the nose cover attached. For more information, see *Chapter 5: Maintenance and Troubleshooting*.
- When applying control solution, do not flood the test strip. Only apply a small drop to the end of the test strip.
- Do not bend the test strip.
- Use only ACCU-CHEK Compact control solution with your ACCU-CHEK Compact system or your test results may be inaccurate.
- Never try to reuse a test strip that has been released from the meter.
- Do not open the test drum compartment when the motor is running.
- After a result has been displayed for 60 seconds, the meter turns off automatically.
- If the display goes blank before the test strip is released, press  to release the strip and turn off the meter.
- If you don't press the SET button before running a control test, the meter will store the result as a normal blood test. This will include it with your average blood sugar results and other trend information. (This could be confusing for you and your healthcare provider.)

# Understanding Control Test Results



	Range (mg/dL)
Low	33–63
High	311–421
<hr/>	
Low	43–73
High	321–431

## Example



The label on your test drum vial shows the acceptable ranges for low and high test solutions. Your control test results should be within the listed range. Make sure you compare the result to the range for the level of control solution you used (Low or High).

When a control test result is within the acceptable range, your test drum and meter are working properly.

When a control test isn't within the acceptable range, there could be several reasons. Follow these steps to find out why:

Troubleshooting Checks	Action
1. <i>Check the expiration dates of the test drum and control solution.</i>	Replace solution or drums that have expired, or solution you opened more than three months ago.
2. <i>Make sure the caps were tight on the test drum vial and control solution bottles.</i>	If either has been open for a while, replace the test drum or control solution.
3. <i>Make sure the test drum has not been in the meter more than 90 days.</i>	If the drum symbol (with or without CTRL) is flashing, the drum has been in the meter more than 90 days or the drum door has been opened and closed so the 90-day timer is not valid. Replace the test drum.
4. <i>Make sure you followed all the testing steps.</i>	Reread <i>Running a Control Test</i> and test again or ask your healthcare provider for help.
5. <i>Make sure the temperature was between 50-104° F (10-40° C) when you did the test.</i>	Repeat the test in the appropriate temperature range.
6. <i>If none of the above apply...</i>	Repeat the control test with a new test strip. If the result still isn't within the acceptable range, contact the ACCU-CHEK Customer Care service center at 1-800-858-8072.

# Chapter 3: Testing Your Blood Sugar

## Preparing the ACCU-CHEK Softclix Lancet Device

*With the ACCU-CHEK Compact meter, you have a choice of 6 test sites. To test using an alternative site instead of your fingertip, see [Testing with Blood from Alternative Sites](#).*

1. Pull off the cap.



2. Insert a lancet until it clicks.

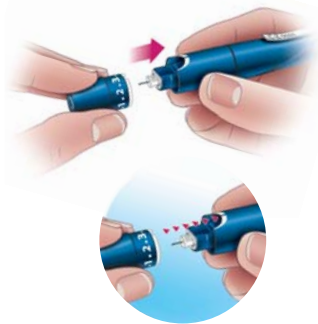


3. Twist off the lancet's protective cover.



*Note: You can refer to the [First Time Guide](#) or the [Quick Reference Guide](#) for a simple testing summary.*

4. Snap the cap back on after lining up the notches. The cap easily snaps into place.



5. Twist the cap to set the lancet depth. Start at 2 or 3. For tougher skin, dial to a higher number.



6. Press the plunger (like a pen) until it clicks. The release button will turn yellow when the device is ready. Set aside until later in the test.




## Notes:

- The best depth setting is the lowest number that lets you get enough blood for a test. Try different settings to find the one that's right for you.
- Always use a new lancet for every test.
- To reduce the risk of infection, never share your lancet device with anyone.

## Running a Blood Sugar Test

*Before running your first test, make sure you set up your meter properly and run a control test. See Chapters 1 and 2 for details.*

*Do not operate without the nose cover attached. For more information, see Chapter 5: Maintenance and Troubleshooting.*

1. Wash and dry your hands.
2. Open the display cover.
3. Press  and the time, date, and test strip appear on the display. Next, the flashing blood drop and hand appear on the display. Set the meter down until Step 6. (You have five minutes after the strip appears to perform the test.)
4. Hold the lancet device against the side of your fingertip and press the release button.
5. Gently squeeze your fingertip to get a small drop of blood.
6. Hold the meter so the test strip points downward.
7. Touch and hold the blood drop to the black notch on the front edge of the strip. The blood is drawn into the test strip automatically.



***Only a small blood drop is required.***



***Do not bend the test strip.***




***Do not pull your finger away until the meter beeps or the 000 is displayed. You may apply more blood for up to 25 seconds after applying the first drop.***

8. The 000 on the display gradually disappears, and the test result is displayed in 8 seconds.

Test results are automatically stored in the meter's memory.



9. Holding the meter upright, press  to release the test strip and turn the meter off.
10. To remove the lancet, take off the lancet device cap and point the lancet end away from yourself.
11. Slide out the ejector to discharge the lancet into a puncture-proof container.

***For more information about your test results, see Understanding Your Test Results.***



## Testing with Blood from Alternative Sites



With the ACCU-CHEK Compact system, you have the option to use blood from an alternative site (palm, forearm, upper arm, thigh, or calf) in addition to blood taken from your fingertip. Although blood from your fingertip may be tested at any time, there are times when testing from alternative sites is not ideal. Before you begin testing areas other than your fingertip, please read this section to understand which option is right for you.



**Before you begin testing using alternative sites, please:**

- **Talk with your doctor**
- **Read the Notes section below**

### Notes:

- Because your fingertip has more blood vessels, your fingertip and alternative site test results may be different.

*Notes continued on following page*

### Alternative site testing may be performed:

- Immediately before a meal
- When you are in a fasting state
- Near bedtime

- **NEVER** ignore symptoms that may be due to low or high blood sugar.
- If your blood sugar result does not match how you feel, do a fingertip test to confirm your result. If the fingertip result still does not match how you feel, call your doctor.
- Do not change your treatment based on just one result.

### Alternative site testing should NOT be performed:

- After a meal (two hours or less)
- After exercise
- During sickness
- When you think your blood sugar is very low (hypoglycemic)
- If you often don't notice when you are hypoglycemic
- When basal insulin is most active
- After injecting rapid-acting insulin (two hours or less)




**Follow Steps 1 through 3 in the section, *Running a Blood Sugar Test*, then:**

1. Make sure you are using the clear cap specially designed for alternative site testing with the ACCU-CHEK Softclix lancet device.
2. Adjust the clear cap to the highest setting.
3. Press and hold the lancet device against a fleshy area on the alternative site. Press the release button and continue to apply steady pressure to the site.


***Don't be afraid to apply pressure to the area with the lancet device to get a good blood drop.***



4. Immediately touch and hold the black notch on the front edge of the test strip to the blood drop. **Do not pull away from the site until the meter beeps or the 000 is displayed. You may apply more blood for up to 25 seconds after applying the first drop.**
5. The 000 on the display gradually disappears and the test result is displayed in 8 seconds. Test results are automatically stored in the meter's memory.
6. Holding the meter upright, press  to release the test strip and turn the meter off.
7. To remove the lancet, take off the lancet device cap and point the lancet end away from yourself.
8. Slide out the ejector to discharge the lancet into a puncture-proof container.

**For more information about your test results, see *Understanding Your Test Results*.**

## Notes:

- Do not operate without the nose cover attached. For more information, see *Chapter 5: Maintenance and Troubleshooting*.
- When applying blood, do not flood the test strip. Only a small blood drop is required.
- Do not bend the test strip.
- Never try to reuse a test strip that has been released from the meter.
- Do not open the test drum compartment when the motor is running.
- After a blood sugar result has been displayed for 60 seconds, the meter turns off automatically.
- If the display goes blank before the test strip is released, press  to release the strip and turn off the meter.
- Keep the test drum vial until you are finished with the test drum. You'll need to refer to the numbers on the label when you run a control test.

## Proper Testing Conditions

- The temperature range must be between 50-104°F (10-40°C) for accurate results. At temperatures outside this range, the meter turns off or results are displayed with a thermometer symbol. Never artificially heat or cool the meter.
- Humidity must be below 85% so that moisture doesn't condense on or inside the meter. If it does, let the meter return to room temperature and thoroughly dry before turning it on.

## Recording Your Results

Always record your blood sugar results after testing. This will help you and your healthcare professional find patterns in your blood sugar results. This information will help you better manage your diabetes, reducing your chances for complications. Record your results in the self-test diary included in your kit, the meter's memory, or on your computer.

## Storing Your Supplies

Keep the test drum vial tightly closed until you install the drum in the meter. Make sure you close the control solution bottles tightly after each use.

You can keep all your testing supplies in the carrying case. Store the carrying case (and everything in it) where it won't be exposed to heat or moisture. Your bedroom may be a good place.



**Never store test strips in areas of high heat and moisture, such as the kitchen, bathroom or laundry room—heat and moisture can damage them.**

## Understanding Your Test Results

### Normal Blood Sugar Ranges

The fasting adult blood glucose range for a nondiabetic is between 74 mg/dL and less than 106 mg/dL.<sup>1</sup> Two hours after meals, the blood glucose level for a nondiabetic is less than 140 mg/dL.<sup>2</sup> Your doctor will determine the range that is best for you.

# Symptoms of High or Low Blood Sugar

Being aware of the symptoms of high or low blood sugar can help you understand your test results and decide what to do if they seem unusual. Here are the most common symptoms.

High blood sugar (hyperglycemia): fatigue, increased appetite or thirst, frequent urination, blurred vision, headache, or general aching.

Low blood sugar (hypoglycemia): sweating, trembling, blurred vision, rapid heartbeat, tingling or numbness around mouth or fingertips.

**If you are experiencing any of these symptoms, test your blood sugar. If your blood sugar result is displayed as LO or HI, contact your doctor immediately.**

## Unusual Test Results

If your blood sugar result doesn't match the way you feel, follow these steps:

1. Run a control test (refer to *Chapter 2: Control Testing*).
2. Repeat a blood sugar test (refer to *Chapter 3: Testing Your Blood Sugar*).
3. If your blood sugar results still don't reflect the way you feel call your doctor immediately.

# Chapter 4: Using Your Meter's Memory



Example

## Storing Test Results

Your meter automatically stores up to 100 test results, and you can review them at any time.

If you've set the time and date on the meter (see *Setting the Beeper, Year, Time, and Date*), this information is stored and displayed with your test results. If you haven't, test results are simply stored in order, from the newest to the oldest.

## Viewing Test Results

1. With the meter off, press MEM.

The meter turns on without advancing a test strip. ON and 888 appear briefly.

Then, the most recent result, along with the date, time (if set), and the word MEMO will be displayed.

2. Press SET to view your results from newest to oldest, one at a time.
3. Press MEM to move back toward newer results.

You can hold down the SET or MEM buttons to scroll through your results more quickly.

4. Press  to turn off the meter.



# Viewing Trend Information

With the ACCU-CHEK Compact meter, you can see your highest, lowest, and average blood sugar results for the last seven days (if you've set the date and time on the meter).




Example



Example



Example

1. With the meter off, press MEM.  
Wait for the most recent result and MEMO to be displayed.
2. Press MEM and SET at the same time.  
The average result and the letter "A" are displayed.
3. Press MEM.  
The highest stored result is displayed with the date and time.
4. Press MEM.  
The lowest stored result is displayed with the date and time.
5. Press  to turn off the meter or press MEM to return to the average result and repeat the sequence.

*(See Notes on following page.)*

## Notes:

- **Do not change your therapy based on an individual result recorded in memory.**
- Results stored in memory will not be lost when you replace the batteries, but you will need to reset the time and date.
- Once 100 results are in memory, adding a new test result causes the oldest one to be deleted.

## Downloading Your Meter to a Computer or PDA

You can transfer your stored results to a computer or PDA to track, identify patterns and print them out. To download your results, you'll need:

- ACCU-CHEK IR cable (catalog no. 3183408)
- ACCU-CHEK Compass software (catalog no. 3134008)
- **or**
- ACCU-CHEK Pocket Compass software (catalog no. 3266184)

To order, contact the ACCU-CHEK Customer Care service center at 1-800-858-8072 or visit [www.accu-chek.com](http://www.accu-chek.com) for a product demonstration and to place an order online.

# Transferring Data



1. Install the software according to the instructions.
2. Run the software program and follow the instructions about how to download information.  
Make sure the software is ready to accept data from the meter.
3. Locate the infrared (IR) window on the top of the meter.
4. Locate the IR window on the infrared cable or PDA.
5. Point the two IR windows toward each other. They should be no more than 4 inches (10 cm) apart.
6. Open the display cover.
7. With the meter off, press SET and MEM at the same time.

Two arrows appear on the meter display while the data is downloading to your computer. When the download is complete, the meter turns off and the computer displays a message that the transfer is complete.

## Notes:

- If the data did not transfer successfully, call the ACCU-CHEK Customer Care service center.
- To make the most of the download feature, you must set the year, date, and time in your meter.

# Chapter 5: Maintenance and Troubleshooting

## Attaching the Nose Cover .....



***The nose cover of the ACCU-CHEK Compact meter must always be attached when running a blood sugar test or a control test.***

### How to Remove and Attach the Nose Cover

1. The ACCU-CHEK Compact meter with the nose cover in place.
2. Take off the removable nose cover by gently squeezing both sides and lifting it up.
3. The ACCU-CHEK Compact meter with the nose cover removed. The small measurement window can now be seen.



4. Put the nose cover back on by snapping down one side at a time. Make sure you hear two clicks. The nose cover must be snapped down completely or the test strip won't advance properly.



### When to Remove the Nose Cover

- If there is any blood in the test strip opening or if your meter displays the OFF message, see *Cleaning Your Meter*, in this chapter.

If you have questions about removing or attaching the nose cover, call the ACCU-CHEK Customer Care service center at **1-800-858-8072**.

## Cleaning Your Meter

Caring for your ACCU-CHEK Compact meter is easy. If the display or the outside of the meter is dirty, wipe it off with a slightly damp cloth or cotton swab. **You may use water, 10% bleach, 70% alcohol (ethyl alcohol) or 70% rubbing alcohol (isopropyl alcohol).**

If there is any blood in the test strip opening or if your meter displays the OFF message, follow these steps to clean it:

1. Take off the removable nose cover by gently squeezing both sides and lifting it up.
2. Gently wipe the small measurement window. **You may use water, 10% bleach, 70% alcohol (ethyl alcohol) or 70% rubbing alcohol (isopropyl alcohol). Wipe these fluids off immediately after application.**
3. Put the cover back on by snapping down one side at a time. Make sure you hear two clicks. **The cover must be snapped down completely or the strip won't advance properly.**

### Notes:

Some cleaning methods can damage your meter. To protect it, **DO NOT:**


- Use vinegar or scouring agents to clean the meter because they can harm the display and measurement window
- Spray any cleaning solution directly onto the meter
- Put the meter under water (or any liquid)
- Pour liquid into the meter

# Maintenance and Testing



Your meter needs little or no maintenance with normal use. It automatically tests its own systems every time you turn it on and lets you know if something is wrong. (See *Screen Messages and Troubleshooting* for error messages and what to do about them.)

If you drop the meter or think it's not giving accurate readings, make sure that your test drum and control solution haven't expired, then run a control test.

To make sure the display is working properly, turn off the meter, then press and hold down  to see the complete display. All the sections should be clear and should look exactly like the picture to the left. If not, call the ACCU-CHEK Customer Care service center at **1-800-858-8072**.

## Cleaning Your Lancet Device

To clean the ACCU-CHEK Softclix lancet device, use a mild dishwashing liquid and a soft cloth. DO NOT place the entire device under water. At least once a week, disinfect the cap after cleaning by placing it in 70% alcohol (ethyl alcohol) or 70% rubbing alcohol (isopropyl alcohol) for 10 minutes. Allow the cap to air-dry after disinfecting.

# Screen Messages and Troubleshooting



Never make treatment decisions based on an error message. If you have any concerns, please call the ACCU-CHEK Customer Care service center at 1-800-858-8072, 24 hours a day, 365 days a year.

## The meter won't turn on or the display is blank.



Possible cause	Solution
<i>Batteries are dead.</i>	Insert new batteries.
<i>Temperature is too cold.</i>	Move somewhere warmer and repeat test.
<i>Display is damaged.</i>	Call the ACCU-CHEK Customer Care service center.
<i>Meter is defective.</i>	Call the ACCU-CHEK Customer Care service center.



The meter is in “set” mode, waiting for you to change settings. The beeper is turned on. (If OFF is displayed, the beeper is turned off.) See *Setting the Beeper, Year, Time, and Date*.



The meter is ready for a drop of blood to be put on the strip.



Battery power is low. Change the batteries soon. **OR** batteries are almost out of power. Change them now.



Blood sugar is higher than the measuring range of the system (600 mg/dL). See *Symptoms of High or Low Blood Sugar*.



Blood sugar is lower than the measuring range of the system (10 mg/dL). See *Symptoms of High or Low Blood Sugar*.



This is a display check. If any parts or number segments are missing or unclear, call the ACCU-CHEK Customer Care service center at **1-800-858-8072**.



The temperature is above or below the limits of the meter (below 41 or above 113°F). Move to an area between 50 and 104°F, wait 30 minutes or more and repeat the test after the meter has reached the new temperature. Do not artificially heat or cool the meter.



This reading may not be accurate because the test was performed outside the best operating temperature range of the system (50-104°F). Results are displayed at temperatures within 41 and 113°F.





The test drum in the meter is empty. Insert a new drum. If the message is still displayed, call the ACCU-CHEK Customer Care service center at **1-800-858-8072**.

**Note:** A dot also appears in the view window on the back of the meter.



There was not enough blood on the test strip to start the test. Repeat the test with a larger drop of blood.



A test error has occurred. Repeat the test. If *Err* occurs again, please contact the ACCU-CHEK Customer Care service center at **1-800-858-8072**.



The door was opened and closed with a partly used test drum inside, or a partly used test drum was inserted.



You should run a control test (see *Why Run Control Tests?*) to verify that the test drum is useable. The flashing test drum symbol will still be displayed until you insert a new test drum.



The bar code information stored in the meter is lost or unusable. Open and close the test drum compartment. Make sure a test drum is loaded in the meter.



There is no test drum in the meter, or the bar code on the drum is damaged. Insert a new test drum.



The test drum 90-day use-by period has expired. If the correct time and date were set on the meter and the door has not been opened since the installation of the test drum, then discard the old test drum and insert a new test drum.





The test strip was bent or removed during testing, or the measurement window cover is not on correctly.

Make sure the cover is snapped on tightly (see *Cleaning Your Meter*), then repeat the test. After the results are displayed, release the strip by pressing the



The test strip is stuck in the guide.


Pull the strip out of the meter, **and discard it. Then**, take the test drum out and reinsert it. (Remember the 90-day use-by counter in the meter will no longer be correct. The drum symbol will flash until you install a new drum.)



The meter is defective.

Call the ACCU-CHEK Customer Care service center at 1-800-858-8072.



- Blood was applied to the strip too soon.  
Turn the meter off, then back on. Repeat the test, waiting for the hand symbol in the display before touching blood or control solution to the strip.
- The measurement window is dirty.  
Clean the measurement window area (see *Cleaning Your Meter*) and repeat the test.
- The test strip cannot be used.  
Repeat the test with a new strip.
- The meter was turned off and on again, but the strip is still in the meter.  
Hold the meter straight up and down and let the strip drop out, or take it out manually, even if it takes a small amount of force.
- The test strip was taken out during testing.  
Repeat the test, then release the strip by pressing the .
- The strip was bent during the test.  
Repeat the test with a new strip.
- The test strips are too old.  
Insert a new test drum and repeat the test.

# Chapter 6: Technical Information

## Product Limitations

Please read the literature packaged with your test drum to find the latest information on product specifications and limitations.

## Specifications

<b>Display</b>	Digital LCD with symbols
<b>Automatic power-off</b>	After 60 seconds / 5 minutes (depending on testing status)
<b>Power supply</b>	AAA alkaline batteries (do not use rechargeable)
<b>Battery life</b>	Approximately 500 tests
<b>Interface</b>	Infrared interface
<b>LED/IRED</b>	Class I
<b>Meter type</b>	Reflectance photometric
<b>Measuring range</b>	10 - 600 mg/dL (0.6 - 33.3 mmol/L)
<b>Sample size</b>	Refer to the test drum package insert
<b>Measuring time</b>	8 seconds
<b>System operating conditions</b>	50°F to 104°F (10°C to 40°C)

<b>Meter storage conditions</b>	With batteries and test drum: 36°F to 86°F (2°C to 30°C)
<b>Test drum storage conditions</b>	36°F to 86°F (2°C to 30°C)
<b>Relative humidity operating range</b>	Less than 85% relative humidity
<b>Memory capacity</b>	100 blood glucose values with time and date
<b>Dimensions</b>	4 x 2 x 1.2 inches (103 x 52 x 31 mm)
<b>Weight</b>	Approximately 4.2 oz. (120 g) with batteries and test drum
<b>Lancet Device Depths</b>	0.80, 0.95, 1.10, 1.25, 1.40, 1.55, 1.70, 1.85, 2.00, 2.15, 2.30 mm

## Product Safety Information

### Explanation of Symbols



#### CAUTION

Please refer to safety-related notes in the manual accompanying this instrument.



#### AAA batteries



The ACCU-CHEK Compact Meter has been listed by Underwriter's Laboratories, Inc., in accordance with UL 3101-1 and CAN/CSA C22.2 No. 1010-1.



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



This product fulfills the requirements of Directive 93/42/EEC for medical devices.

# ACCU-CHEK Compact Meter Limited 3-Year Warranty

Roche Diagnostics warrants to the original purchaser of the meter that your ACCU-CHEK Compact meter will be free from defects in materials and workmanship for 3 years from the date of purchase. If, during this 3-year period, the meter does not work properly because of a defect in materials or workmanship, Roche Diagnostics will replace it with a new ACCU-CHEK Compact meter or equivalent product free of charge. The warranty of the replacement meter will expire on the date of the original warranty expiration or ninety (90) days after the shipment of a replacement system, whichever period is longer. The purchaser's exclusive remedy with respect to the ACCU-CHEK Compact meter shall be replacement.

**This warranty does not apply to the performance of an ACCU-CHEK Compact meter that has been damaged by accident or has been altered, misused, tampered with, or abused in any way. Roche Diagnostics will handle meters that show damage or abuse according to its Non-Warranty Service Policy described on the next page.**

**THE ABOVE WARRANTY IS EXCLUSIVE OF ALL OTHER WARRANTIES, AND ROCHE DIAGNOSTICS MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL ROCHE DIAGNOSTICS BE LIABLE TO THE PURCHASER OR ANY OTHER PERSON FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES ARISING FROM OR IN ANY WAY CONNECTED WITH THE PURCHASE OR OPERATION OF THE METER OR ITS PARTS. NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IF ANY IS IMPLIED FROM THE SALE OF THE METER, SHALL EXTEND FOR A LONGER DURATION THAN THREE YEARS FROM THE DATE OF PURCHASE.**

Some states do not allow limitations on how long an implied warranty will last or the exclusion of incidental or consequential damages, so the above elimination and exclusion may not apply to you. This warranty gives you specific legal rights, which vary from state to state.

## Money-Back Guarantee

**Money-back offer conditions and exceptions:** This money-back offer is void for persons enrolled in, or for any prescriptions reimbursed by, a third-party payer including public (e.g. Medicare/Medicaid) and private payers. Consumers affected by this exclusion may instead request a different ACCU-CHEK meter/system.

## Non-Warranty Service Policy

Roche Diagnostics' Non-Warranty Service Policy applies to meters where the above warranty has not become effective, has become inapplicable, or has expired. Roche Diagnostics will replace at its option meters returned to it for a service charge (not to exceed \$35). Replacement will be with the same or similar product.

Replacement meters will be warranted for a period of 90 days from shipment under a limited warranty providing for replacement of parts and labor at no charge.

## Warranty and Service Instructions

All requests for return of ACCU-CHEK Compact meters under the above warranty or service policy must be made to the ACCU-CHEK Customer Care service center by calling 1-800-858-8072. You will be mailed a return authorization label, which must be affixed to your carton for shipping the system to Roche Diagnostics. Cartons received without this label will be returned to you at your expense.

Customers experiencing difficulties should review *Maintenance and Troubleshooting* in this booklet. Further inquiries should be directed to the ACCU-CHEK Customer Care service center at 1-800-858-8072.

**Be sure to fill out and mail the warranty card that comes with the ACCU-CHEK Compact system.**





**CAUTION: A RESTRICTED LICENSE LIMITS USE OF THE ACCU-CHEK COMPACT SYSTEM—  
READ CAREFULLY THE LIMITATIONS RECITED BELOW.**

The ACCU-CHEK Softclix lancet device and its use are protected by U.S. Patent Nos. 4,924,879 and Re. 35,803. A license to use the ACCU-CHEK Softclix lancet device is only granted when ACCU-CHEK Softclix lancets are used as a part of the ACCU-CHEK Softclix lancet device.

This product, including the monitor and drum (including the test strips), and its use may be covered by one or more of the following U.S. patents: 5,206,147; 5,240,860; 5,334,508; 5,382,523; 5,510,266; 5,521,060; 5,575,403; 5,630,986; 5,632,410; 5,660,791; 5,720,924; 5,738,244; 5,810,199; 5,863,800; 6,036,919; 6,497,845; and D 448,294. A license to use the ACCU-CHEK Compact system is only granted when the ACCU-CHEK Compact meter is used with ACCU-CHEK Compact test drums and test strips. ACCU-CHEK Compact test strips are provided with a specifically matched bar code on the associated test drum. These test drums and associated bar codes are specifically manufactured for operation with the ACCU-CHEK Compact meter. Use of other test strips or test drums with unmatched bar codes or even with a matched bar code supplied by another manufacturer may prevent or impair the proper function of the ACCU-CHEK Compact system.

Using the ACCU-CHEK Compact system indicates your acceptance of the restricted license to use the ACCU-CHEK Compact system only with ACCU-CHEK Compact test drums and test strips. Further, if you have purchased an ACCU-CHEK Compact monitoring kit or an ACCU-CHEK Compact meter that includes this restricted license, then this restricted license applies regardless of any additional offers found in ACCU-CHEK Compact meter or ACCU-CHEK Compact test drum packages. If you do not agree to the terms and conditions of the restricted license, you may return, at the place of purchase, the unused ACCU-CHEK Compact system for a full refund. If you have any questions, please call the ACCU-CHEK Customer Care service center at 1-800-858-8072.

Except where prohibited by statute, all warranties covering the ACCU-CHEK Compact system are voided by use of the ACCU-CHEK Compact system with any test drums or test strips other than ACCU-CHEK Compact test drums or test strips.

## Patent Information

This product, including the monitor and drum (including the test strips), and its use may be covered by one or more of the following U.S. patents: 5,206,147; 5,240,860; 5,334,508; 5,382,523; 5,510,266; 5,521,060; 5,575,403; 5,630,986; 5,632,410; 5,660,791; 5,720,924; 5,738,244; 5,810,199; 5,863,800; 6,036,919; 6,497,845; and D 448,294.

## Additional Supplies

The following supplies and accessories are available from authorized diabetes healthcare centers, pharmacies or medical/surgical supply dealers:

### Test Drums

**ACCU-CHEK Compact Test Drums** (51 count)

**ACCU-CHEK Compact Test Drums** (102 count)

### Control Solutions\*

**ACCU-CHEK Compact Control Solution**

**\*ACCU-CHEK Compact Blue control solution may not be available in all countries.**

### Lancets

**ACCU-CHEK Softclix Lancet Device**

**ACCU-CHEK Softclix Lancets** (100/box)

**ACCU-CHEK Softclix Lancets** (200/box)

# Information for Professional Caregivers



**Healthcare Professionals: Follow the infection control procedures appropriate for your facility.**

Decisions about whether to recommend alternative site testing (AST) should take into account the motivation and knowledge level of the patient and his or her ability to understand the considerations relative to diabetes and AST.

If you are considering recommending AST for your patients, you need to understand that there is a potential for a significant difference between fingertip and alternative site blood glucose results. The difference in capillary bed concentration and blood perfusion throughout the body can lead to blood sample site-to-site differences in glucose results. These physiological effects vary between individuals and can vary within a single individual based upon his or her behavior and relative physical condition. Our studies involving alternative site testing of adults with diabetes show that most persons will find their glucose level changes more quickly in the fingers' blood than the alternative sites' blood. This is especially important when glucose levels are falling or rising rapidly. If your patient is used to making treatment decisions based upon fingerstick readings, he or she should consider the delay, or lag-time, affecting the reading obtained from an alternative site.

## **We strongly recommend that people considering AST understand the following:**

- AST is not recommended during periods of rapid decreases or increases in blood glucose levels.
- AST is not recommended for people with a history of recurrent hypoglycemia, who suspect that their blood glucose is extremely low, or who are unaware of hypoglycemic events.
- Studies show that AST results immediately before a meal and near bedtime are more similar to fingertip results.
- **NEVER** ignore symptoms that may be due to low or high blood glucose.

# References

1. Stedman, Thomas Lathrop, *Stedman's Medical Dictionary*, 27th Edition, 1999, pg. 2082.
2. American Diabetes Association, "Clinical Practice Recommendations 2004." *Diabetes Care*, Vol. 27, Supplement 1, pg. S9.

## Index

ACCU-CHEK Softclix Lancet Device, 19 – 20

Alternative Site Testing, 23

appetite, increased, 29

battery, changing, 10

battery, installing, 10

battery, type, 10

beeper settings, 11 – 12

blood drop, 21

blood sugar, high, 29

blood sugar, low, 29

blood sugar, testing, 21 – 23

blurred vision, 29

computer, connecting your meter to, 32

control solution, 13 – 14

control test results, understanding, 17 – 18

control test, acceptable range, 17

control test, 14 – 17

control test, unacceptable range, 17

date, expiration, 13, 18

dehydration, 3

depth, lancet, 20, 44

diary, 28

display check, 36

drop, blood, 21

error messages, 37 – 42

expiration date, 13, 18

fatigue, 29

frequent urination, 29

heartbeat, rapid, 29

high blood sugar, 29

hyperglycemia, 29

- hypoglycemia, 29
- information, technical, 43 – 44
- lancet depth, 20, 44
- lancet device, 19
- lancet, 19
- limitations, product, 43
- low blood sugar, 29
- maintenance, meter, 34
- memory, meter, 30 – 32
- messages, error, 37 – 42
- meter memory, 30 – 32
- meter screens, 37 – 42
- meter, ACCU-CHEK
  - Compact, 2, 6 – 7
- numbness, 29
- product limitations, 43
- product specifications, 43
- professional caregivers, 49
- rapid heartbeat, 29
- results, control test,
  - understanding, 17 – 18
- results, logging, 28
- results, test,
  - understanding, 28
- screens, meter, 37 – 42
- Softclic Lancet Device, 19
- specifications, product, 43
- storing supplies, 28
- supplies, 48
- sweating, 29
- symbols, 44
- technical information,
  - 43 – 44
- test results, understanding, 28
- test results, unusual, 29
- test drum,
  - ACCU-CHEK Compact, 7
- test, blood sugar, 21 – 22
- thirst, increased, 29
- time and date, setting, 11
- tingling, 29
- trembling, 29
- troubleshooting, 37 – 42
- unusual test results, 29
- urination, frequent, 29
- vision, blurred, 29
- warranty, 45
- water loss, 3
- [www.accu-chek.com](http://www.accu-chek.com), 1

# Notes



# ACCU-CHEK® Compact



ACCU-CHEK Customer Care Service Center 1-800-858-8072  
[www.accu-chek.com](http://www.accu-chek.com)

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