



March 6, 2012

**IMPORTANT INFORMATION ABOUT YOUR ONETOUCH® PING® INSULIN PUMP**

At Animas, we hold our products to the highest standards of quality and are committed to communicating with you when we learn that a product does not fully meet our expected high standards.

**We are reaching out to you today with an immediate request for all our OneTouch® Ping® pumpers:**

**PLEASE VERIFY YOUR PUMP'S TIME AND DATE SETTINGS IMMEDIATELY.**

You can access the Time/Date SETUP screen by selecting "Setup" from the MAIN MENU.

*(Please see Page 2 of this notification for detailed instructions)*

- **If your time and date settings are correct, then there is no need for further action.**
- **If you notice that the time and/or date displayed on your pump is not correct, it is important to correct this information immediately, as instructed in the Owner's Booklet.** (Please see Page 2 of this notification for detailed instructions.) We also recommend that you verify all other pump settings and test your blood sugar. If you have questions about how to treat your blood sugar or are unsure of your settings, please follow up with your healthcare provider.

We have identified an issue with the software in the OneTouch® Ping® insulin pump, where the software did not recognize some changes patients attempted to make to their time and/or date settings on February 29, 2012 (Leap Year date). **An incorrect time may result in basal insulin delivery or a recommended bolus amount that is incorrect for the actual time of day. This could result in unexpected high or low blood sugars.**

Also, please be aware that there may also be a discrepancy in the download data if you are using a data management software program with a pump that was affected by this issue.



**Once the time and date are verified as correct or corrected, no further action beyond what is described above is required, and the pump will perform as intended.**

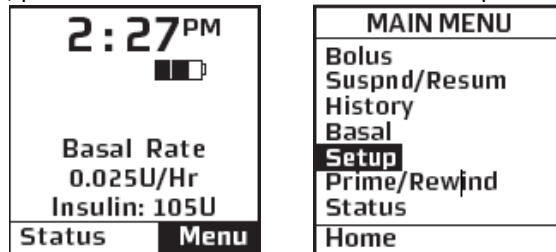
We appreciate your attention to this letter, and encourage you to call our Animas Customer Support Team at (855) 230-7577 with any further questions. Attached are additional instructions (as explained in your Owner's Booklet) on checking and correcting your pump's date and time.


Sincerely,

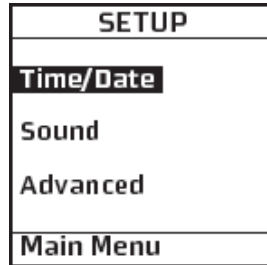
Animas Corporation

**Q: How do I check the date and time on my pump?**


1. From the Home screen, press  to select “Menu”. Scroll to “Setup” on the MAIN MENU. Press .

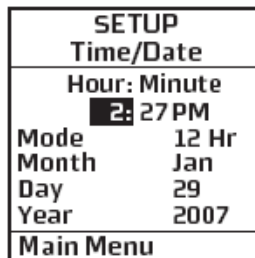








2. Scroll to Time/Date on the “SETUP” menu. Press .



**Q: How do I correct the time and date on my pump?**

1. Follow steps 1 and 2 as directed above and proceed to the next step
2. Press the  button to activate Edit Mode (indicated by flashing cursor).



3. Use the  /  buttons to change to your desired settings. Press the  button to confirm your setting and exit Edit mode.
4. Use the  /  buttons to select the next field. Repeat the above process. Scroll to highlight “Main Menu” and press  button when finished. The “MAIN MENU” screen will be displayed.

**Note:**

- If you select the 12-hour time format, the AM/PM indicators will change as you scroll to set the time. Be sure the desired AM or PM selection is correctly displayed when setting the time.
- If you select the 24-hour time format, the time will be shown in military time.