Glucose Program Continuous Glucose Monitoring System

GETTING STARTED
WARNING

Failure to use the Dexcom G6® Glucose Program Continuous Glucose Monitoring (CGM) System and its components according to the instructions for use and all indications, contraindications, warnings, precautions, and cautions may result in you missing a hypoglycemic (low blood glucose) or hyperglycemic (high blood glucose) occurrence. If your glucose readings from the Dexcom G6 Glucose Program CGM System (Dexcom G6 Glucose Program System) do not match your symptoms or expectations, use a fingerstick blood glucose value from your blood glucose meter. Seek medical attention when appropriate.

Please review the user guides before using the Dexcom G6 Glucose Program System. Indications, contraindications, warnings, precautions, cautions, and other important user information can be found in the product instructions that are included with, or accompany, the Dexcom G6 Glucose Program System. Discuss with your healthcare professional how you should use the information displayed on the CGM to help manage your diabetes. The product instructions contain important information on troubleshooting the Dexcom G6 Glucose Program System, and on its performance characteristics.
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Welcome!

Congratulations on being enrolled in the glucose monitoring part of the Program! It’s an important part of learning how to manage your diabetes.

How? By giving you your real-time and historical glucose information.

As part of the program, you will be using the using the **Dexcom G6® Glucose Program Continuous Glucose Monitoring (CGM) System** (referred to as the “Dexcom Glucose Program System”).

The Dexcom Glucose Program System takes sensor glucose readings (sensor readings) every 5 minutes. You not only get your current blood glucose reading, you also get your glucose patterns and trends. With these, you can track how what you do affects your sensor readings, helping you stay within your targeted glucose range.

Successful diabetes management means staying within your range. The Dexcom Glucose Program System helps you in your diabetes management by showing you when you’re in your range, when you’re not, and for how long.

All of this is on your smartphone with the Dexcom Glucose Program app (app).

**Resources**

**In-App Help**

- Overview: Gives you a brief peek at how your Dexcom Glucose Program System shows where your sensor glucose is now, where it’s going, and where it’s been
• Sensor insertion and attaching transmitter: Walks you through inserting your sensor and attaching your transmitter
• Sensor removal: Walks you through removing your sensor and transmitter after your sensor session has expired

You can see the in-app help when you set up your app or get help anytime on your smart phone at Menu > Resources > Training.

Product Instruction

Before starting, review the product instructions. For your convenience, product instructions have been broken down into two booklets.

Getting Started is in the package you received. Getting Started helps you set up the Dexcom Glucose Program System, and use it day-to-day during your sensor session.

The second booklet, Everything Else: Appendices, is online and, upon request, available in a printed version. Everything Else: Appendices gives you other information you might want during your time on the glucose monitoring program.

<table>
<thead>
<tr>
<th>To see or order a printed version of Everything Else: Appendices</th>
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</thead>
<tbody>
<tr>
<td>1. View or Print an online PDF at dexcom.com/guides</td>
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<td>2. Request a printed version online at dexcom.com/guides</td>
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</table>
User Guides

1. Getting Started
   • Safety
     – Safety Statement
     – Risks and Benefits
   • First Steps
     – Overview
     – Set Up Your App
   • Using Your Dexcom G6 Glucose Program CGM
     – What to Expect Day-to-Day
     – Where to Go for Help
     – Ending Your Sensor Session
   • Troubleshooting
   • Going Through Security
   • Warranty

2. Everything Else: Appendices
   • Share
   • Maintenance
   • Technical information
   • Labels on package
   • Error and system alerts
Packaging Symbols

Symbols on the sensor applicator box and transmitter give you information about the Dexcom Glucose Program System. For a listing of what they mean, see the Symbols Glossary in Appendix D and at dexcom.com/symbols.

Dexcom Customer Support

Have questions about using the system?

Call Dexcom Customer Support at 1.844.857.6319, Monday – Friday, 6:00 AM – 6:00 PM (PST).
<p>| <strong>Glossary</strong> |
|-----------------|--------------------------------------------------|
| <strong>Blood Glucose (BG) Meter</strong> | Medical device used to measure how much glucose is in the blood |
| <strong>Blood Glucose Value</strong> | Amount of glucose in the blood measured by a meter |
| <strong>Bluetooth</strong> | Allows devices to wirelessly communicate with each other |
| <strong>Continuous Glucose Monitoring</strong> | Shows your glucose readings without using a blood glucose meter. You’re using the Dexcom Glucose Program System. |
| <strong>Contraindication</strong> | Safety statement outlining specific situations where the system shouldn’t be used because it may be harmful to you |
| <strong>Dexcom G6 Glucose Program CGM System (system)</strong> | The CGM system you’re using |
| <strong>Follow or Dexcom Follow</strong> | Feature that lets others monitor your Dexcom Glucose Program System information |</p>
<table>
<thead>
<tr>
<th><strong>Follower</strong></th>
<th>Person who gets your Dexcom Glucose Program System information using Share and Follow features</th>
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<tr>
<td><strong>Hyperglycemia</strong></td>
<td>High blood glucose: Same as high or high blood sugar</td>
</tr>
<tr>
<td><strong>Hypoglycemia</strong></td>
<td>Low blood glucose: Same as low or low blood sugar</td>
</tr>
<tr>
<td><strong>Indications</strong></td>
<td>How, for what purposes, and under what circumstances you should use the Dexcom Glucose Program System</td>
</tr>
<tr>
<td><strong>Jailbroken or Rooted</strong></td>
<td>Smart device without the manufacturer’s limitations and security. This is a security risk, and data may be vulnerable</td>
</tr>
<tr>
<td><strong>mg/dL</strong></td>
<td>Milligrams per deciliter, the standard unit of measure for blood glucose values and readings in the United States</td>
</tr>
<tr>
<td><strong>Precaution</strong></td>
<td>Safety statement with special care instructions for the safe and effective use of the Dexcom Glucose Program System</td>
</tr>
<tr>
<td><strong>Safety Statement</strong></td>
<td>Statement of the intended uses of the Dexcom Glucose Program System and relevant warnings, precautions, and contraindications</td>
</tr>
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<td>---------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Sensor Glucose Reading (sensor reading)</strong></td>
<td>Glucose measurement taken by the CGM Dexcom Glucose Program System</td>
</tr>
<tr>
<td><strong>Sensor Session</strong></td>
<td>The 10-day period after inserting a new sensor. During this time, your sensor reading shows on your smartphone every 5 minutes.</td>
</tr>
<tr>
<td><strong>Share or Dexcom Share</strong></td>
<td>Feature that lets you securely send your Dexcom Glucose Program System information to Followers</td>
</tr>
<tr>
<td><strong>Warning</strong></td>
<td>Describes serious and life threatening circumstances, the consequences, and how to avoid the hazard while using the Dexcom Glucose Program System</td>
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1. SAFETY STATEMENTS

In this section, you’ll learn about:

• System Safety Statements
• Risks and Benefits
1.1 Dexcom G6 Glucose Program System Safety Statements

Dexcom Glucose Program Continuous Glucose Monitoring System Safety Statements

Indications for Use

The Dexcom G6 Glucose Program Continuous Glucose Monitoring System (Dexcom Glucose Program System) is a real time, continuous glucose monitoring device indicated for the management of diabetes in persons age 2 years and older.

The Dexcom Glucose Program System is intended to replace fingerstick blood glucose testing for diabetes treatment decisions for persons with diabetes who are not at significant risk of severe hypoglycemia. Interpretation of the Dexcom Glucose Program System results should be based on the glucose trends and several sequential sensor readings over time. The Dexcom Glucose Program System also aids in the detection of episodes of hyperglycemia and hypoglycemia, facilitating long-term therapy adjustments.

The Dexcom Glucose Program System is also intended to autonomously communicate with digitally connected devices. The Dexcom Glucose Program System can be used alone or in conjunction with these digitally connected devices or services for the purpose of managing diabetes.
CONTRAINDICATION

• No MRI/CT/Diathermy – MR Unsafe  

Don’t wear your CGM (sensor, transmitter, or smart device) for magnetic resonance imaging (MRI), computed tomography (CT) scan, or high-frequency electrical heat (diathermy) treatment. The Dexcom Glucose Program System hasn’t been tested in those situations. Magnetic fields and heat could stop readings. Without readings, you might miss a low or high glucose event.

WARNINGS

• No Glucose Alarm or Alerts

The Dexcom Glucose Program System does not alert or alarm to tell you when your glucose is low (below your target range), high (above your target range), or rapidly changing. Check your readings often if you need to know your glucose level.

• Read User Materials

Before you use your Dexcom Glucose Program System, carefully read the instructional materials. If you don’t, you might:

  • Not use the Dexcom Glucose Program System correctly
  • Not understand the Dexcom Glucose Program System information, as intended
  • Affect how well it works

• Don’t Ignore Low/High Symptoms

Don’t ignore how you feel. If your readings don’t match what you’re feeling, use your BG meter (BG) or, if needed, seek immediate medical attention.
• Don’t Use If...

Don’t use the Dexcom Glucose Program System if you are:

• Pregnant
• On dialysis
• Critically ill

We haven’t tested persons in these conditions so we don’t know if these affect accuracy.

Prescriber Considerations

The Dexcom Glucose Program System may not be appropriate for persons using intensive insulin therapy regimens (3 or more injections per day or insulin pump therapy), with hypoglycemia unawareness, and/or a documented history of severe hypoglycemic events. If you are a prescriber, review the Dexcom Glucose Program System indications for use and refer to system contraindications, warnings, and precautions for additional safety-related information.

Follow Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.

Start Up Safety Statements

WARNINGS

• Use Meter During Startup

When you start a new sensor, you won’t get any readings or system alerts until you enter your sensor code. Use your meter for glucose information during the 2-hour sensor warmup period.

Follow Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.
PRECAUTIONS

• **No Glucose Alarm or Alerts**

This system does not alert or alarm to tell you when your glucose is low, high, or rapidly changing. Check your readings often if you need to know your glucose level.

**Use Correct Sensor Code**

When you start a new sensor, you must enter a code into your display device. Each sensor has its own code printed on the back of the adhesive patch. Do not use a code from a different sensor or make up a code. You can’t finish setting up the system without using the sensor code.

Follow Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.

**System/Hardware/Software Safety Statements**

**WARNINGS**

• **Wire Breaks Off**

Don’t ignore broken or detached sensor wires. A sensor wire could remain under your skin. If this happens, please call Dexcom Customer Support at **1.844.857.6319**, Monday – Friday, 6:00 AM – 6:00 PM (PST).

If a sensor wire breaks off under your skin and you can’t see it, don’t try to remove it. Contact your HCP. Also seek professional medical help if you have symptoms of infection or inflammation—redness, swelling, or pain—at the insertion site.
• Where to Insert: Belly or Behind?

All patients can use their bellies. Patients 2 to 17 years old can also choose their upper behinds. Look for a place on your belly or upper buttock where you have some padding.

The sensor is not tested or approved for other sites. Talk to your HCP about the best site for you.

Ages 18 and older: Insert in your belly

Ages 2–17 years: Insert in your belly or upper buttock

• Where to Store

You can store your sensors at room temperature or in your refrigerator—as long as it’s between 36°F and 86°F. Don’t store sensors in the freezer.

Follow Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.

PRECAUTIONS

• Don’t Use if Expired

Don’t use expired sensors, because they may give incorrect results. Check the package label for the expiration date. It’s in YYYY-MM-DD format.

• Check Package

Don’t use sensor if its sterile package has been damaged or opened, because it might cause an infection.
• **Clean and Dry Skin**

Clean and dry your hands and your insertion site before inserting your sensor.

Wash your hands with soap and water, not gel cleaners, and then dry them before opening the sensor package. If your hands are dirty when you insert the sensor, you may get germs on the insertion site and get an infection.

Clean your insertion site with alcohol wipes to prevent infections. Don’t insert the sensor until your skin is dry. If your insertion site is not clean and completely dry, you run the risk of infection or the transmitter holder not sticking well.

Make sure you don’t have insect repellent, sunscreen, perfume, or lotion on your skin.

• **Where to Insert: Things to Check**

Keep the safety guard on until you put the applicator against your skin. If you remove the safety guard first, you may hurt yourself by accidentally pushing the button that inserts the sensor before you mean to.

Change your insertion site with each sensor. Using the same site too often might not allow the skin to heal, causing scarring or skin irritation.

Sensor placement is important. Choose a site:

- At least 3 inches from insulin pump infusion set or injection site
- Away from waistband, scarring, tattoos, irritation, and bones
- Unlikely to be bumped, pushed, or laid on while sleeping

Follow Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.
Transmitter Safety Statements

WARNINGS

• Inspect

Don’t use a damaged or cracked transmitter. A damaged transmitter could cause injuries from electrical shocks and may make the Dexcom Glucose Program System not work correctly.

• Use as Directed

The transmitter is small and may pose a choking hazard. Don’t put it in your mouth or let children hold it without adult supervision.

Follow Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.

PRECAUTIONS

• Reuse—Don’t Throw Away

When ending a session, don’t throw away the transmitter. The transmitter is reusable until the Dexcom Glucose Program System notifies you that the transmitter battery is about to expire.

• Don’t Share

Never share your transmitter. The Dexcom Glucose Program System is a prescription-only medical device and is meant for your use only. The transmitter is tied to the sensor glucose readings. If used by more than one person, the glucose readings, etc., may be wrong.

Follow Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.
System Safety Statements

PRECAUTIONS

• Interfering Substance Risks

In previous generations of Dexcom CGM systems (G4/G5), acetaminophen could affect your sensor readings, making them look higher than they really were. However, with the Dexcom Glucose Program System, you can take a standard or maximum acetaminophen dose of 1 gram (1,000 mg) every 6 hours and still use the Dexcom Glucose Program System readings to make treatment decisions. Taking higher than the maximum dose of acetaminophen (e.g. > 1 gram every 6 hours in adults) may affect the Dexcom Glucose Program System readings and make them look higher than they really are. Follow Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.

• Use Correct Transmitter and Sensor

Dexcom Glucose Program System components are not compatible with any previous Dexcom products. Do not mix transmitters and sensors from different generations.

• Going Through Security Check Point

When wearing your Dexcom Glucose Program System, ask for hand-wanding or full-body pat-down and visual inspection instead of going through the Advanced Imaging Technology (AIT) body scanner (also called a millimeter wave scanner) or putting any part of the Dexcom Glucose Program System in the baggage x-ray machine.

You can wear the Dexcom Glucose Program System for the walkthrough metal detector. If you do, use your meter for treatment decisions until you leave the security area.
Because we haven’t tested every x-ray and scanner, we don’t know if they damage the Dexcom Glucose Program System.

Not sure what kind of machine it is? Be safe—either ask the TSA officer, request hand-wanding, or request full-body pat-down.

Follow Dexcom G6 Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.

• **Avoid Sunscreen and Insect Repellent**

Some skin care products, such as sunscreens and insect repellents, can make the plastic used in your transmitter crack. Before using your Dexcom Glucose Program System, make sure there are no cracks in your transmitter, and transmitter holder. If you find a crack please contact Customer Support. Do not allow these skin care products to contact your Dexcom Glucose Program System. After using skin care products, wash your hands before touching your Dexcom Glucose Program System. If any skin care products get on your Dexcom Glucose Program System, immediately wipe with a clean cloth.

**Smart Device Safety Statements**

**PRECAUTIONS**

• **Keep Transmitter Close to Display Device**

Keep your transmitter and display device within 20 feet with no obstacles (like walls or metal) between them. Otherwise, they might not be able to communicate. If water is between your transmitter and the display device -- for example, if you’re showering or swimming—keep them closer to each other. The range is reduced because Bluetooth® doesn’t work as well through water.
• **Is It On?**

If the smart device is turned off (shut down) or the app closed, it will not show readings or provide system alerts. Make sure your display device is turned on and the app remains open. Your mobile device may close the app automatically without notification, such as when running multiple apps simultaneously. Check the app occasionally to ensure it is running.

Follow Dexcom Glucose Program instructions. If you don’t, you might miss a low or high glucose event.

**Smart Device Safety Statements**

**WARNINGS**

• **Check Settings**

When using your smart device, check:

  • Volume/muted/headphones

When a system alert is triggered, you get a visual notification and a vibration (if your device has a vibration feature). Depending on your smart device settings, you may not hear the sound/feel the vibration. Ensure your smart devices settings allow you to feel/hear important system alerts. Some system alerts are listed below:

  • Sensor Expired
  • Replace Sensor
  • Transmitter (not working)
  • No Storage Error
  • App Stopped
• Optional Blood Glucose Entry Error (only appears when a user enters an optional blood glucose value; blood glucose entry isn’t required)

• When you have headphones connected to your Android® device, system alerts will sound through the headphones and the speaker.

• **Bluetooth:** Your transmitter talks to your app with *Bluetooth*. Make sure your smart device *Bluetooth* is on. If not, you will not get alerts or CGM readings.

• **Notifications:** Make sure your smart device settings allow Dexcom app notifications to show on your Lock screen.

• **Battery:** The app must always be running in the background and may drain your smart device battery. Keep the battery charged.

• **Compatibility:** Before upgrading your smart device or its operating system, check dexcom.com/compatibility. Automatic updates of the app or your device operating system can change settings or shut down the app. Always update manually and verify correct device settings afterward.

• **Time:** Let the date and time on your smart device automatically update when you travel across time zones or switch between standard and daylight-saving times. Don’t manually change your smart device time because it can make the time on the trend screen wrong and the app may stop displaying data.

• **Passcode Lock:** Use the passcode lock feature on your smart device to prevent unauthorized users from viewing your health data.
• **Check Settings**
  
  - Change Settings: If needed, check smart device’s product instructions to change its settings.
  
  - Use BG Meter: If your smart device fails and your display isn’t showing data, or if you lose or break your smart device, use a BG meter for glucose information.

Follow Dexcom G6 Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.

**PRECAUTIONS**

• **Check Peripheral Devices**

Do you use headphones with your smart device? What about Bluetooth speakers or a smart watch? When using accessories, keep in mind you may get system alerts on only one device or accessory, not all. After connecting any accessory devices, make sure that your smart device settings allow you to continue receiving system alerts.

  - Change Settings: If needed, check smart device’s product instructions to change its settings.

Follow Dexcom G6 Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.

**CAUTION**

• **Requires Prescription**

U.S. law restricts the sale of the Dexcom Glucose Program System to sale by, or on the order of, a physician.
Prescriber Considerations

The Dexcom Glucose Program System may not be appropriate for persons using intensive insulin therapy regimens (3 or more injections per day or insulin pump therapy), with hypoglycemia unawareness, and/or a documented history of severe hypoglycemic events. If you are a prescriber, review the Dexcom Glucose Program System indications for use and refer to system contraindications, warnings, and precautions for additional safety-related information.

Dexcom Share Safety Statements

Important User Information

Dexcom Share (Share) lets you send your sensor information from your app to your Followers’ smart devices! Read the indications, warnings, and precautions below to find out how you can safely use this app feature.

Share and Managing Your Diabetes Safety Statements

Indications for Use

- Keep Followers Informed

Use Share to send your sensor information from your smart device to your Followers’ smart devices.

- Use as Secondary Notice

The information on your smart device is sent directly from your Dexcom Glucose Program System transmitter. After it is on your device, Share sends it to your Followers. Your Followers’ information is always older than yours. Use your current information to manage your diabetes, not your Followers’ possibly outdated information.
Your Followers can use the information they get to reach out to you and support you in managing your diabetes. The information they get is not meant to be used for treatment decisions, analysis, or teaching. Followers can’t change your information.

1.2 Risks and Benefits

When using any medical device, there are risks and benefits. In this section, you’ll learn what they are.

Risks

The risks with using Dexcom G6 Glucose Program CGM System are:

- Sensor insertion issues

This section covers this risk in detail.

Sensor Insertion Risks

It’s uncommon, but inserting the sensor can cause infection, bleeding, or pain, and wearing the adhesive patch can irritate your skin. Only a few patients in the clinical studies supporting the Dexcom Glucose Program System got slight redness and swelling.

No sensor wires broke; however, there is a remote chance a sensor wire could break or detach and remain under your skin. Sterile broken sensor wires usually don’t pose a significant medical risk. If a sensor wire breaks off or detaches and remains under your skin, contact your HCP and Customer Support: 1.844.857.6319, Monday – Friday, 6:00 AM – 6:00 PM (PST).
Benefits

Some benefits of using your Dexcom G6 Glucose Program CGM System are:

• Knowing your trends and understanding the impact of your decisions on glucose control

• Reduced need for fingerstick glucose measurement

This section covers each of those benefits in detail.

Knowing Your Trends and Understanding the Impact of Your Decisions on Glucose Control

The Dexcom Glucose Program System sends you a reading every 5 minutes. It also provides reports and views of your information so you can detect and reflect on trends, patterns, and how your body responds to different things, like exercise or your food choices. This provides you with a more complete picture of your glucose and lets you see how your daily habits impact your health.

Reduced Need for Fingerstick Glucose Measurement

The Dexcom Glucose Program System is a factory-calibrated system which, under most conditions, does not require the entry of reference blood glucose values for normal operation. This feature can reduce the need for regular fingerstick glucose measurements for day to day diabetes management decisions.*
Use Correct Transmitter, and Sensor

Dexcom Glucose Program System components are not compatible with any previous Dexcom products. Do not mix transmitters, receivers, and sensors from different generations.

Follow Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.

*For more information on the benefits of CGM in people with type 2 diabetes, please see the works of Vigersky RA, Fonda SJ, Chellappa M, Walker MS, Ehrhardt NM. 2012; Taylor PJ.,Thompson CH, Brinkworth GD. 2018 Jan 30;Cox DJ, Taylor AG, Moncrief M, et al. 2016.
2. FIRST STEPS

The Dexcom Glucose Program System is part of the Dexcom G6 platform and shares some components with the Dexcom G6 CGM System.

In this section, you’ll learn about:

• Parts of the system
• How they work together
### 2.1 Overview

**What’s in the Dexcom Glucose Program System boxes?**

- Large box: Sensor applicator
- Small box: Transmitter

<table>
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<tr>
<th>The System</th>
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<tbody>
<tr>
<td><strong>Smartphone</strong></td>
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<tr>
<td>Use the Dexcom Glucose Program app on your smartphone to display your glucose information.</td>
</tr>
<tr>
<td><strong>Sensor applicator</strong></td>
</tr>
<tr>
<td>- The sensor is already inside the applicator.</td>
</tr>
<tr>
<td>- The sensor gets your glucose information.</td>
</tr>
<tr>
<td><strong>Transmitter</strong></td>
</tr>
<tr>
<td>- The transmitter gets readings from the sensor and sends them to your smartphone.</td>
</tr>
<tr>
<td>- Keep it in the box until you’re ready to use it.</td>
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</tbody>
</table>
How does the Dexcom Glucose Program System work?

Once set up, the transmitter sends sensor readings to your smart device. Each sensor session lasts up to 10 days.

Using the Dexcom Glucose Program System

The app lets you:

• See your sensor readings and trend arrows
• Review your sensor readings and time-in-range history
• Chat with your coach

All images in this booklet are representational.

2.2 Set Up the App

Start set up by tapping the Dexcom Glucose Program app (app) on your phone. The app screens guide you through setting up the system.
Don’t have the Dexcom Glucose Program app on your smartphone?

- Check your activity tracker chat and look for the app link your coach sent. Tap the link to automatically download the app.

Have your own smartphone and can’t find the link in chat?

- Go to your app store and search for “Dexcom Glucose Program.” Tap to download.

There are a number of Dexcom apps. Make sure you select Dexcom Glucose Program app. Other Dexcom apps won’t work with this program.

Don’t install the Dexcom Glucose Program app on a jailbroken or rooted smart device: it may not work correctly.
Get Everything

Before setting up your app, make sure you have everything you need:

<table>
<thead>
<tr>
<th>Smartphone</th>
<th>Sensor applicator</th>
</tr>
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<tbody>
<tr>
<td>With the Dexcom Glucose Program app downloaded</td>
<td>(large box)</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Transmitter</th>
<th>Alcohol Wipes</th>
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<tr>
<td>(small box)</td>
<td></td>
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</table>
Choose a comfortable, effective place for your sensor is important.

Persons from 2 to 17 years old can use either their upper buttocks or bellies (abdomens). Those 18 years and older can only use their belly.

Follow the Screens

The screens guide you through setting up the app, including finding and entering your sensor code, inserting the sensor, attaching the transmitter, and starting your first sensor session.

Some of the screens you’ll see in each step:

1. Open the Dexcom Glucose Program app.
2. Follow the on-screen instructions.
When prompted, find the sensor code on the sensor applicator located in the large box.
Enter the 4-digit code into the app.

Insert the sensor and attach the transmitter.
If you want, use the instructions in the applicator box.

After attaching the transmitter, it automatically pairs with your smart device.
Once paired, sensor warmup begins.

Congratulations!
You just set up your first sensor session!

Starting your sensor session begins with a 2-hour sensor warmup. Your body is getting used to the sensor, and the sensor is getting used to your body.
Keep your smartphone nearby, within 20 feet of your body. When the warmup is done, the app lets you know, and your sensor readings begin.

**Other Resources**

If needed, the large applicator box has pull-out instructions showing you how to insert and remove your sensor.

**Problems setting up the Dexcom Glucose Program app?**

- **Problem with insertion steps:** View an online insertion video at dexcom.com/sensor-insertion or the insert in the applicator box
- **Problem with system:** See Troubleshooting (Section 4)
- **Problem with smartphone:** Contact your smartphone support line

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**WARNING**

**Wire Breaks Off**

Don’t ignore broken or detached sensor wires. A sensor wire could remain under your skin. If this happens, please contact Customer Service.

If a sensor wire breaks off under your skin and you can’t see it, don’t try to remove it. Contact your HCP. Also seek professional medical help if you have symptoms of infection or inflammation—redness, swelling, or pain—at the insertion site.

Follow the Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.
PRECAUTION

Check Package
Don’t use sensor if its sterile package has been damaged or opened, because it might cause an infection.

Follow the Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.

PRECAUTION

Don’t Use If Expired
Don’t use expired sensors, because they may give incorrect results. Check the package label for the expiration date. It’s in YYYY-MM-DD format.

Follow the Dexcom Glucose Program System instructions. If you don’t, you might miss a low or high glucose event.

PRECAUTION

Keep Transmitter Close to Display Device
Keep your transmitter and display device within 20 feet with no obstacles (like walls or metal) between them. Otherwise, they might not be able to communicate. If water is between your transmitter and the display device—for example, if you’re showering or swimming—keep them closer to each other. The range is reduced because Bluetooth doesn’t work as well through water.
Congratulations! You just:

• Set up your app
• Inserted your sensor
• Attached your transmitter
• Started your sensor session

Next?

Using your Dexcom day-to-day.
3. USING YOUR SYSTEM

Day-to-Day With Your Dexcom Glucose Program System

In this section, you’ll learn how to:

• Navigate the trend screen
• End your sensor session
• Start a new sensor session
• Contact Dexcom Customer Support
3.1 Screens

Trend screen

- Navigation tabs
- Sensor reading
- Trend arrow
- Trend graph
- Chat window

Hi Sarah
I am doing well.
I'm looking at my graph right now and I am trying to understand it.

Enter a message
Send

11AM 2PM 5PM Now

12 hours

Menu Trend Range Chat

Trend graph

Chat window

Congratulations!

Look how much time you have been in your target range this week! What did you do to stay in range?
Navigation tabs

Chances are you’ll spend most of your time on the trend screen, however, there are 3 other screens.

In your app, tap and discover what’s behind each tab.
For example, tap **Menu** and see how to contact Customer Support or find more training resources.
Where You Are and Where You’re Going: Sensor Readings

Every 5 minutes, you get sensor readings.

Highlighted sections show your current sensor reading. In the example below your current sensor reading is 80 mg/dL and your glucose is trending steady.

The app smooths all but your current sensor glucose reading on your trend graph, helping you clearly see where your glucose is heading.
**Trend Arrows**

Trend arrows show the speed and direction of your glucose.

---

**Trend Graph**

The trend graph makes it easy to tell if you’re in range or not.

Just look for the colors:

- **Yellow:** Above your target range
- **Red:** Below your target range
- **Area between yellow and red:** In range
The trend graph shows your sensor readings over 6 or 12 hours.

Tap the view you want: 6 hours or 12 hours

WARNING

No Glucose Alarm & Alerts

The Dexcom Glucose Program System does not alert or alarm to tell you when your glucose is low (below your target range), high (above your target range), or rapidly changing. Check your readings often if you need to know your glucose level.
Setting Your Target Glucose Range

Once you and your HCP have determined your appropriate target glucose range, you can set or modify these settings within the app. To navigate to this option:

1. Tap your Menu Icon
2. Select Advanced Options
3. Select “Set Target Glucose Range”
4. Scroll to set your Glucose Target Range.

Your “Low” target glucose range can be set between 60-100 mg/dL and your “High” target glucose range can be set between 130-400 mg/dL. If you are between your selected “Low” and “High” target glucose values, you are considered “in range.” If you are below your “Low” or above your “High” target glucose values, you are considered “out of range.”
Remember, always consult your HCP to determine the appropriate target glucose range for you.

⚠️ WARNING

No Glucose Alarm & Alerts

The Dexcom Glucose Program System does not alert or alarm to tell you when your glucose is low (below your target range), high (above your target range), or rapidly changing. Check your readings often if you need to know your glucose level.
Landscape view

Get historical views of your sensor readings by turning your smartphone on its side.

When in landscape view, tap and see your sensor readings for the week, or tap one of the day view options.

Yesterday view

Week view
Time in Range

Want to know how much time you spend in your target range? Tap **Range** and see how you’re doing this week or for all the weeks you’ve been wearing your Dexcom Glucose Program System.

Take a look and reflect on what you did to keep yourself in range.

**Current Week**

Tap **Current Week** to see what percentage of the day you’ve spent in your target range this week. Your most current information is on the right.

Each bar shows what percentage of the day you were in your target range.

This week: **Light blue**

Previous weeks: **Dark blue**
Want to see how well you’ve been doing while wearing your Dexcom Glucose Program System?

**Tap All Weeks.**

Each bar represents a full week and shows the percentage of time you were in your target range during that week.

**Chat**

During your time with the Dexcom Glucose Program System, the only way to chat with your coach is through the Dexcom Glucose Program app.

Tap **Enter a message** box to chat with your coach.
Your coaches connect with you using Chat. They check in to see how you’re doing, helping you reflect on your progress. Together you’ll chat and discuss things like:

- How much time did you spend in range?
- What patterns do you see?
- How did your day to day decisions affect your results?

Remember, the coach is there for encouragement. Information from your coach is not intended to replace self-monitoring diabetes practices advised by your physician. Don’t ask them about monitoring your readings, or any other medical questions.

If you have any medical questions, contact your healthcare provider. If you have questions regarding the Dexcom Glucose Program System, contact Dexcom Customer Support.

And if you want to know what your sensor readings are, simply look at your app.

---

WARNING

Don’t Ignore Low/High Symptoms

Don’t ignore how you feel. If your glucose alerts and sensor readings don’t match what you’re feeling, use your blood glucose meter to make diabetes treatment decisions or, if needed, seek immediate medical attention.

Use your blood glucose meter for glucose information.
3.2 Fitbit® Watch

During the CGM portion of the program, you can see your glucose information on your compatible Fitbit watch using the Glucose Program Clock Face. Not sure if your watch or its operating system is compatible? Check dexcom.com/compatibility.

The Glucose Program Clock Face is a secondary display CGM device and doesn’t get glucose information directly from your Dexcom Glucose Program System transmitter. The Dexcom Glucose Program app sends your sensor information to the Fitbit app, which in turn, sends it to the Glucose Program Clock Face. This allows the Glucose Program Clock Face watch to display your glucose information even if your phone isn’t connected to the internet.

The Glucose Program Clock Face doesn’t replace self-monitoring practices as advised by a physician. Always use your primary Dexcom Glucose Program app or BG meter for glucose information when making any diabetes management decisions, don’t use the clock face.

Glucose Program Clock Face

After your sensor warmup and your first sensor reading, look at your watch. There’s a new clock face! Since you are part of the Dexcom Glucose Program, after your first reading, you automatically get a customized clock face showing your Fitbit and glucose information.
Download Clock Face

Didn’t get the clock face?

From your Fitbit app, tap the name of your watch
Tap the Clock Faces tile, find and tap “Glucose Program”
Tap Select to download

The clock face is only available to participants in the Dexcom Glucose Program. If you’re in the program and don’t see the clock face, contact Dexcom Customer Support at 1.844.857.6319, Monday – Friday, 6:00 AM – 6:00 PM (PST).

Reading Clock Faces

The Fitbit watch has two separate clock faces showing your glucose information. The first clock face shows your Fitbit information along with your current glucose reading, trend arrow, and when the last reading was taken.

Tap the clock face to see your trend screen clock face.
Clock Face Tips

Make sure you get notifications using your Fitbit watch.

- Get familiar with the clock face to understand how and why you get your sensor readings and notifications.
- You must wear the watch to see system alerts and feel their vibrations.
- In your smart device settings, make sure notifications are sent to both your smart device and watch.
- Don’t disable or block notifications from the Fitbit app.
- Keep watch charged.

You can clear a system alert from the Glucose Program Clock Face. However, unless you delete the alert in the Dexcom Glucose Program app, you’ll continue to get the alerts on your Glucose Program Clock Face every five minutes.

Waking up your watch updates your CGM data from your smart device. There may be a brief delay before your clock face shows current information. Look for “min ago” or “Last Updated” to see how long it’s been since your last reading.

For information on how to use your Fitbit watch, settings, and how notifications work, see the watch’s instructions.
3.3 Ending Your Sensor Session

Each sensor session lasts up to 10 days.

Your app tells you when you have 2 hours left in your session. The app guides you through removing the sensor when your session is over, then starting a new one.

Your sensor session is over.

You won’t get any sensor readings until you start a new sensor session.

Removing sensor and transmitter
Grab the edge of the adhesive patch.
Peel off like a Band-Aid®.

Break the purple transmitter holder at the notches.

Slide the transmitter out.

Keep the transmitter for next sensor session.
Throw out the adhesive patch.
(Follow local guidelines for blood-contacting components.)

Want to end your session early? See Troubleshooting (Section 4).
If you’re still having problems, call Dexcom Customer Support at 1.844.857.6319, Monday – Friday, 6:00 AM – 6:00 PM (PST).
3.4 Starting New Sensor Session

After removing your sensor and transmitter, you’re ready to start a new sensor session by inserting a new sensor and attaching a transmitter. The app walks you through the steps. The applicator box has a handout with insertion instructions.

Still have questions about inserting your next sensor?

Call Dexcom Customer Support at 1.844.857.6319, Monday – Friday, 6:00 AM – 6:00 PM (PST).

3.5 Dexcom Support

Dexcom Customer Support

Contact for Dexcom Glucose Program System instructions and software issues, such as replacement units, technical issues, and product complaints.

Reach Customer Support at: 1.844.857.6319, Monday – Friday, 6:00 AM – 6:00 PM (PST).
3.6 Now What?

When the CGM Portion of the Program Is Over

No need to worry about knowing when the Glucose Program portion of the diabetes management program is ending. Both the app and your coach let you know.

Continue using the activity tracker to chat with your coach. Although you can’t start a new sensor session and won’t get any new sensor readings or information, you can look back and reflect on your historical Dexcom Glucose Program System data.

Ask your coach if you have any questions about what’s next.

Now you’ve learned what to expect during your time in the glucose program. The following sections help you troubleshoot, go through security, and what to do if there is an issue with Dexcom Glucose Program System.
4. FAQs AND TROUBLESHOOTING
Do you have an error icon and no sensor reading? Or maybe your app beeped and vibrated?
Your system may have an issue; you probably won’t get sensor readings until it’s fixed.

Read about the issues here or tap the error icon for more information.

Still have questions? Go to the FAQ section on the Dexcom website: dexcom.com/faq

There are 4 types of issues covered in this section: error messages on your app screen, other problems with your screen, trouble with your sensor or applicator, and setting up your system. Each section is in alphabetical order and covers these topics:

4.1 Error Messages

- Bluetooth Off
- Dashes Instead of a Sensor Reading
- High or Low Instead of a Sensor Reading
- No Readings
- Replace Sensor Now
- Sensor Expiring Soon
- Signal Loss
- Transmitter Failed
- Transmitter Not Found
4.2 Other Screen Issues

- Range Screen: Missing or Empty Columns
- Reading: Doesn’t Match How You Feel
- Trend Screen: Gap in Graph

4.3 Sensor or Applicator Issues

- Applicator’s Stuck
- Sensor’s Peeling Off
- End Sensor Session Early
- Water and Your System

4.4 Setup Issues

- App Not on Smartphone
- Transmitter SN Prompt

If you have an error, use your BG meter to get glucose information.

Have other questions or issues? Contact Customer Support at 1.844.857.6319, Monday – Friday, 6:00 AM – 6:00 PM (PST).
## 4.1 Error Messages

### Bluetooth Off

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Image" /></td>
<td>Problem</td>
</tr>
</tbody>
</table>

Your phone’s *Bluetooth* is off, so the transmitter can’t communicate with the app.

**What to do**

Turn *Bluetooth* on in your phone settings. Then wait up to 10 minutes for your transmitter and app to communicate.

### Dashes Instead of a Sensor Reading

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image2.png" alt="Image" /></td>
<td>Problem</td>
</tr>
</tbody>
</table>

Your number and arrow changed to dashes.

**What to do**

Wait. Sensor reading isn’t available now. Use your meter for blood glucose information.
High or Low Instead of a Sensor Reading

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Sensor Reading" /></td>
<td>Instead of displaying your sensor reading, you see High or Low.</td>
</tr>
</tbody>
</table>

**What to do**

Wait. The system is working correctly. When you’re above 400, your system says **High**. Below 40, it says **Low**.

No Readings

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Error Icon" /></td>
<td>Your app isn’t getting sensor readings.</td>
</tr>
</tbody>
</table>

**What to do**

Check your transmitter: is it flat and snug in its holder, like this? Wait up to 3 hours while the system fixes itself. If not corrected after 3 hours, contact Customer Support.
## Replace Sensor Now

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Replace Sensor Now" /></td>
<td><strong>Problem</strong></td>
</tr>
<tr>
<td></td>
<td>Your sensor session is over.</td>
</tr>
</tbody>
</table>

**What to do**

Follow steps on screen to:

1. Remove this sensor and stop the sensor session in your app.
2. Insert a new sensor and start the sensor warmup in your app.

## Sensor Expiring Soon

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Sensor Expiring Soon" /></td>
<td><strong>Problem</strong></td>
</tr>
<tr>
<td></td>
<td>Your sensor session ends in 2 hours.</td>
</tr>
</tbody>
</table>

**What to do**

Be prepared to remove your sensor and insert a new one when you get the **Replace Sensor Now** error message in 2 hours.
## Signal Loss

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Signal Loss" /></td>
<td>Your transmitter and app aren’t able to communicate.</td>
</tr>
</tbody>
</table>

### What to do

Move your smartphone with the app closer to the transmitter: within 20 feet. Remove barriers (like walls or metal) between your smartphone and transmitter. If you are in water, keep your smartphone even closer.

**Turn Bluetooth off, then on. Wait up to 30 minutes for your transmitter and app to reconnect.**

Once the problem has been fixed, your older readings will show up on the trend graph.
Transmitter Not Found

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
</table>
| ![Transmitter Not Found](image) | **Problem**
Your app isn’t able to communicate with your transmitter. |

**What to do**

Check the transmitter: Is it flat and snug in its holder, like this?

Check the transmitter SN: Compare the SN on the transmitter box to the SN in your app at **Menu > About > Transmitter SN**.

If they don’t match, re-enter the transmitter SN at **Menu > Advanced Options > Pair New Transmitter**.

Wait up to 3 hours while the system fixes itself. If not corrected after 3 hours, contact Customer Support for a replacement.
## Transmitter Failed

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="image">Image showing a help message: Your sensor is not working right now. This problem usually resolves itself in less than 3 hours. You will not receive Dexcom CGM readings. Use your blood glucose meter for...</a></td>
<td><strong>Problem</strong>&lt;br&gt;Your transmitter is no longer working.</td>
</tr>
</tbody>
</table>

### What to do

If you don’t have another transmitter, contact Customer Support: **1.844.857.6319**, Monday – Friday, 6:00 AM – 6:00 PM (PST).

Follow steps on screen to:

1. Remove this sensor and stop the sensor session in your app.
2. Insert a new sensor, attach a new transmitter, and start the sensor warmup in your app.
4.2 Other Screen Issues

Is information missing on your screens? Or how you feel doesn’t match your sensor reading? Read below to find out more.

Range Screen: Missing or Empty Columns

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Chart" /></td>
<td>There are missing or empty columns.</td>
</tr>
</tbody>
</table>

**What to do**

This is working as expected.

- Weeks 15 and 16 columns are missing. That means no sensor readings were taken during those weeks.
- Week 17 column is empty: There’s no blue. That means you spent no time in your target range during that week.

Trend Screen: Gap in Graph

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Chart" /></td>
<td>Your graph is missing readings.</td>
</tr>
</tbody>
</table>

**What to do**

Wait. When your sensor readings resume, up to 3 hours of missed readings can fill in on the graph.
<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
</table>
| ![Sensor Reading](image) | **Problem**
Your sensor reading is in your target range, but you feel shaky, sweaty, lightheaded, and nauseous—the way you feel when your blood glucose is low. |

**What to do**

Never ignore your body. If you don’t think the sensor readings fit your symptoms, wash your hands thoroughly and use your BG meter for your glucose information.
### 4.3 Sensor or Applicator Issues

Is the applicator stuck? Having trouble with your sensor? Review the solutions here to find a fix.

**Applicator’s Stuck**

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Problem</strong></td>
<td>Don’t panic!</td>
</tr>
<tr>
<td><strong>Problem</strong></td>
<td>The applicator is stuck to your skin.</td>
</tr>
<tr>
<td><strong>What to do</strong></td>
<td>Remove the applicator and adhesive patch:</td>
</tr>
<tr>
<td>1. Gently pull the applicator up until you see the adhesive patch.</td>
<td></td>
</tr>
<tr>
<td>2. Hold the front edge of patch and peel away from skin.</td>
<td></td>
</tr>
<tr>
<td>3. Rock the applicator backwards, off your body.</td>
<td></td>
</tr>
<tr>
<td>4. Make sure the sensor isn’t left on the skin.</td>
<td></td>
</tr>
<tr>
<td>Don’t try to reuse the applicator. Call Customer Support.</td>
<td></td>
</tr>
</tbody>
</table>

Don’t panic!
# Sensor’s Peeling Off

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
</table>
| ![Image](sensor-peeling-off.png) | **Problem**  
The adhesive patch is peeling off. |
| ![Image](overpatch.png) | **What to do**  
Put overpatch or medical tape (such as Blenderm™) over the adhesive patch.  
To order overpatch, call Customer Support. Do not put tape over the transmitter.  
For your next sensor session, prevent peeling before inserting your sensor by:  
• Using adhesive products (such as Mastisol®, Skin Tac™) under the patch  
• Thoroughly rubbing the patch onto skin |
| ![Image](medical-tape.png) | **Overpatch** |
| ![Image](medical-tape.png) | **Medical Tape** |
End Sensor Session Early

You might want to end your sensor session early. There are two parts to this: ending your session on the app and removing the sensor from your body. Follow these steps to do both:

1. Tap Menu.
2. Tap Advanced Options.
3. Tap Stop Sensor Session.
4. Tap Stop Sensor.

Stop Sensor Session is grayed out after confirming.

Remove the sensor and transmitter from your body. See Chapter 3.2 or the applicator box handout for instructions.
## Water and Your System

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Image of shower and swimming]</td>
<td>You’d like to go swimming, take a shower, jump in the hot tub, or scuba dive, but you’re worried about getting water on your system.</td>
</tr>
</tbody>
</table>

### What to do

Once snapped into place, the transmitter is water resistant. Swim, shower, take a bath: No need to worry about water and your system—just leave your smart phone in a dry area.
4.4 Setup Issues

App Not on Smartphone

<table>
<thead>
<tr>
<th>What you DON’T see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Dexcom app icon]</td>
<td>You don’t see the Dexcom app icon on your smartphone.</td>
</tr>
</tbody>
</table>

What to do

Check your activity tracker chat for the app link your coach sent. Tap link to download the app. If you are using your own smartphone and you can’t find your coach’s link, go to the app store and search for Dexcom Glucose Program.

Tap it to download the app. Dexcom has many apps. Be sure to download the right one.

Transmitter SN Prompt

<table>
<thead>
<tr>
<th>What you see</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Transmitter SN prompt]</td>
<td>During setup, the app asks for the Transmitter serial number (SN).</td>
</tr>
</tbody>
</table>

What to do

Follow the screen instructions and enter your transmitter SN. It’s on the bottom of the transmitter or the transmitter box.
5. GOING THROUGH SECURITY
5.1 Going Through Security

Concerned about security equipment?
Tell the Security Officer you’re wearing a continuous glucose monitor and want to be hand-wanded or get a full-body pat-down with a visual inspection of your sensor and transmitter. Let the Security Officer know you can’t remove the sensor because it’s inserted under your skin.

Security Equipment to Use

**Hand-wanding, pat-down, visual inspection, and walk-through metal detector:** If you’re wearing or carrying your Dexcom Glucose Program System, use any of these screening methods.

Security Equipment to Avoid

The Dexcom Glucose Program System hasn’t been tested in advanced imaging technology (AIT) body scanners or X-ray baggage scanners.

**Body scanners**
Don’t go through an AIT scanner, when wearing your Dexcom Glucose Program System.

**X-ray machines**
Don’t put your system components through x-ray machines.
In a Plane

Use your smart device to get sensor glucose information while in the plane. After switching to airplane mode, turn your smart device’s *Bluetooth* on.

**For more information**

Contact your airline for their policies.

- Visit the TSA’s website at tsa.gov.
- Email: TSA-ContactCenter@tsadhs.gov
- Phone: **1.866.289.9673**
6. WARRANTY
6.1 Warranty

DEXCOM TRANSMITTER LIMITED WARRANTY

Sometimes stuff happens. Dexcom has you covered!

This section covers our warranty information outlining what we cover and for how long.

The Dexcom G6 Glucose Program System uses the Dexcom G6 transmitter and sensor applicator.

What Was Covered and for How Long?

Dexcom, Inc. (Dexcom) provides a limited warranty to the original purchaser (Purchaser) that the Dexcom G6 transmitter (the transmitter) is free from defects in material and workmanship under normal use (Limited Warranty) for the period commencing on the date of first use (the Date of First Use) and expiring three (3) months thereafter; provided, that, the Date of First use occurs within five (5) months of the date of shipment (or disbursement) of the transmitter to Purchaser (Warranty Period).

Note: If Purchaser received this transmitter as a replacement for an in-warranty transmitter, the Limited Warranty for the replacement transmitter shall continue for the remaining Warranty Period on the original transmitter, but the replacement isn’t subject to any other warranty.

What Isn’t Covered?

This Limited Warranty is based on the Purchaser properly using the continuous glucose monitoring system in a timely manner and in accordance with the documentation provided by Dexcom. Purchaser is not permitted to use the continuous glucose monitoring system otherwise. Misusing the continuous glucose monitoring system, improperly accessing it or the information
it processes and transmits, “jailbreaking” or “rooting” the continuous glucose monitoring system or cell phone and taking other unauthorized actions may put the user at risk, cause the continuous glucose monitoring system to malfunction, are not permitted and void the Limited Warranty.

This Limited Warranty doesn’t cover:

- Defects or damage resulting from accident, misuse, abuse, neglect, unusual physical, electrical or electromechanical stress, modification of any part of the product, or cosmetic damage.
- Equipment with the ID number removed or made illegible.
- All surfaces and other externally exposed parts that are scratched or damaged due to normal use.
- Malfunctions resulting from the use of the transmitter in conjunction with accessories, ancillary products, and peripheral equipment, whether hardware or software, not furnished or approved by Dexcom.
- Defects or damage from improper testing, operation, maintenance, installation, or adjustment.
- Installation, maintenance, and service of products or services other than the continuous glucose monitoring system (which may be subject to a separate limited warranty), whether provided by Dexcom or any other party; this includes cell phones or smart devices and connection to the internet.
- A transmitter that has been taken apart physically or that has had any of its software accessed in any unauthorized manner.
- Water damage to transmitter
  - Beyond specifications listed in the Dexcom G6 User Guide
• Options to get the User Guide:
  • Download or view: dexcom.com/guides
  • Online request form to receive a free printed copy: dexcom.com/guides
  • Request a free copy by phone:
    • Toll free: 1.888.738.3646
    • Toll: 1.858.200.0200

**Dexcom’s Obligations Under the Limited Warranty**

During the Warranty Period, Dexcom will replace, without charge to purchaser, any defective transmitter.

To return, the transmitter must be sent to an authorized Dexcom Customer Support Department. Make sure to adequately package the transmitter for shipping.

The return package needs to include:

• Transmitter
• Sales receipt or comparable substitute proof of sale showing the date of purchase
• Transmitter’s serial number
• Seller’s name and address
• Purchaser’s name and address for Dexcom to ship the replacement
Call Dexcom Customer Support Department for delivery information or help.

Reach Customer Support at: **1.844.857.6319**, Monday – Friday, 6:00 AM – 6:00 PM (PST).

Upon receipt by Dexcom of a defective transmitter covered by this Limited Warranty, Dexcom will promptly replace the defective transmitter.

If Dexcom determines the transmitter isn’t covered by this Limited Warranty, Purchaser must pay all shipping charges for the transmitter’s return by Dexcom.

**Limits on Dexcom’s Warranty and Liability Obligations**

The Limited Warranty described above is the exclusive warranty for the transmitter, and in lieu of all other warranties, expressed or implied, either in fact or by operations of law, statutory or otherwise.

Dexcom expressly excludes and disclaims all other warranties, express or implied, including without limitation any warranty of merchantability, fitness for a particular purpose, or non-infringement, except to the extent prohibited by applicable law.

Dexcom shall not be liable for any special, incidental, consequential, or indirect damages, however caused, and on any theory of liability, arising in any way out of the sale, use, misuse, or inability to use, any Dexcom G6 or any feature or service provided by Dexcom for use with the Dexcom G6.

These limits on Dexcom’s warranty and liability obligations apply even if Dexcom, or its agent, has been advised of such damages and notwithstanding any failure of essential purpose of this
Limited Warranty and the limited remedy provided by Dexcom.

This Limited Warranty is only provided to the original Purchaser and can’t be transferred to anyone else, and states Purchaser’s exclusive remedy.

If any portion of this Limited Warranty is illegal or unenforceable by reason of any law, such partial illegality or enforceability shall not affect the enforceability of the remainder of this Limited Warranty. This Limited Warranty will be enforced to the maximum extent permitted by law.
Your options to get Everything Else: Appendices:

1. Download or view/print in a .pdf format
dexcom.com/guides

2. Online request form to receive a free printed copy
dexcom.com/guides

3. Request a free copy by mail
   Cut this page along the dotted lines on the left.

4. Request a free copy by phone
   1-888-738-3646 ext. 4300

Fold over with the Business Reply Mail facing up and back is blank. For your privacy, seal edges with tape.

Mail-In Request for Everything Else: Appendices

YES! Please send me a printed Everything Else: Appendices

Patient Name: ________________________________

Patient Address: ______________________________

Address Line #2: ______________________________

City: _____________________ State: ___ Zip _____-_____

Phone Number: (____) ____________________________

seal for privacy
IMPORTANT: DO NOT ENLARGE, REDUCE OR MOVE the FIM and POSTNET barcodes. They are only valid as printed!

Special care must be taken to ensure FIM and POSTNET barcode are actual size AND placed properly on the mail piece to meet both USPS regulations and automation compatibility standards.
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