14 October 2010

Dear Valued Customer,

It is ARKRAY’s policy to advise healthcare professionals to clean and disinfect blood glucose meters between each resident test to avoid cross contamination issues. For more information on CMS’s F-Tag 441 Guideline on Infection Control go to http://www.cdc.gov/injectionsafety/blood-glucose-monitoring.html or www.fda.gov/MedicalDevices/Safety/AlertsandNotices/ucm224025.htm.

Recommended ARKRAY Cleaning and Disinfecting Guidelines:

Option 1:
- Cleaning and disinfecting can be completed by using a commercially available EPA-registered disinfectant detergent or germicide wipe (see below for specific wipe testing outcomes)
- To use a wipe, remove from container and follow product label instructions to disinfect the meter. Take extreme care not to get liquid in the test strip and key code ports of the meter.
- Many wipes act as both a cleaner and disinfectant. If blood is visibly present on the meter, two wipes must be used; use one wipe to clean and a second wipe to disinfect.

Option 2:
- To clean the outside of the blood glucose meter, use a lint-free cloth dampened with soapy water or isopropyl alcohol (70% - 80%).
- To disinfect the meter, dilute 1 mL of household bleach (5%-6% sodium hypochlorite solution) in 9 mL of water to achieve a 1:10 dilution (final concentration of 0.5% - 0.6% sodium hypochlorite). The solution can then be used to dampen a paper towel (do not saturate the towel). Then use the dampened paper towel to thoroughly wipe down the meter. Take extreme care not to get liquid in the test strip and key code ports of the meter. Please note that there are commercially available 1:10 bleach wipes from a variety of manufacturers (see below).

ARKRAY tested various commercially available wipes on our blood glucose meters. We simulated a daily use protocol by wiping down multiple meters ten times a day for ten days. Meters then underwent quality control testing and meters were physically evaluated. Meters that passed our acceptance protocol are listed below.
For Use On (Yes/No)

<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Disinfectant Brand Name</th>
<th>Assure Platinum</th>
<th>Assure Pro</th>
<th>Assure 4</th>
<th>GLUCOCARD Vital</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caltech</td>
<td>DISPATCH® Hospital Cleaner</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Not Tested</td>
</tr>
<tr>
<td></td>
<td>Disinfectant Towels with Bleach</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HealthLink</td>
<td>EZ-Kill® Disinfecting Wipe</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Not Tested</td>
</tr>
<tr>
<td>Medtrol, Inc.</td>
<td>Gluco-Chlor® Wipes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
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<tr>
<td>Metrix</td>
<td>CaviWipes™ Disinfecting Towelettes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
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<tr>
<td>Professional Disposables International, Inc.</td>
<td>Super Sani-Cloth® Germicidal Disposable Wipe</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td></td>
<td>Sani-Cloth® HB Germicidal Disposable Wipe</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td></td>
<td>Sani-Cloth® Bleach Disposable Wipe</td>
<td>Yes</td>
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<td>Not Tested</td>
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<tr>
<td></td>
<td>Sani-Cloth® Plus Germicidal Disposable Wipe</td>
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<td>No</td>
<td>Not Tested</td>
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<tr>
<td>Steris</td>
<td>Coverage® Spray HB</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

With all the recommended meter cleaning and disinfecting methods, it is critical that the meter be completely dry before testing a resident’s glucose level. Please follow the disinfectant product label instructions to ensure proper drying time. ARKRAY recommends testing meters with control solution to ensure that the system functions properly.

While there are many other options for disinfecting blood glucose meters, we have not tested all of these products on our meters. If you choose to use a product or method other than those that we recommend, you should document accordingly in your cleaning protocol.

ARKRAY is aware of and is working to align our practices with the recent FDA “Letter to Manufacturers of Blood Glucose Monitoring Systems Listed with the FDA” sent September 30, 2010. As new information and data become available, we will post updates on our website. Go to www.assureusa.com/general.htm for the most up-to-date information on approved cleaning and disinfecting procedures and materials for ARKRAY blood glucose meters.

Thank you for your continued support. If you have any questions, please contact our Customer Service department at 800.818.8877 option 5.

Sincerely,

Michelle D. Dumonceaux
Senior Marketing Manager, LTC
**HOW TO CLEAN & DISINFECT YOUR BLOOD GLUCOSE METER**

**CLEANING & DISINFECTING MATERIALS:**

**Option 1**

Cleaning and disinfecting can be completed by using a commercially available EPA-registered disinfectant detergent or germicide wipe.

Many wipes act as both a cleaner and disinfectant. If blood is visibly present on the meter, two wipes must be used, one wipe to clean and a second wipe to disinfect.

Go to www.assureusa.com/general.html for a list of wipes that have been tested on our blood glucose meters.

**Option 2**

To clean, wipe meter down with soap and water or isopropyl alcohol.

To disinfect, use a 1:10 concentration of sodium hypochlorite (bleach) solution.

**STEP 1:**
Dispose of used test strip.

**STEP 2:**
Remove wipe from package or container. Follow instructions on package. If wipe is very wet, wring wipe slightly to discard excess liquid.

**STEP 3:**
Wipe down meter on front, back, and sides. DO NOT WRAP THE METER IN A WIPE. Take extreme care not to get liquid in the test strip and key code ports of the meter.

**STEP 4:**
Let meter dry per wipe manufacturer’s instructions. Dispose of wipe.

**TEL 800.818.8877**

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**Rev 8/10**

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