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# NovoPen® 3

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previous page for graphic

5

# PenMate®

6

## Instruction Manual

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8

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Read this carefully

10

before you use

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NovoPen® 3 PenMate®

12

and NovoPen® 3

13

14

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## INTRODUCTION

18

NovoPen® 3 PenMate® is a replacement component specifically designed to be used

19

with the NovoPen 3 insulin pen. NovoPen 3 PenMate helps you to insert the needle and

20

to give injections quickly and easily. With NovoPen 3 and NovoPen 3 PenMate, you can

21

dial doses in units of one from 2 to 70 units.

22

NovoPen 3 PenMate should only be used in combination with products that are

23

compatible and allow the device to function safely and effectively.

24

NovoPen 3 PenMate is designed to be used with:

25

- NovoPen® 3

26

- PenFill® 3 mL cartridges

27

- NovoFine® 30G/8 mm and NovoFine® 31G/6 mm needles.

28

**NovoFine disposable needles are for single-use only.**

29

30

The NovoPen 3 PenMate can be used the same way as the NovoPen 3 insulin pen. Its

31

design allows you to use the same recommended injection technique as for the NovoPen

32

3 insulin pen.

33

34

This booklet contains instructions for using, storing, and cleaning NovoPen 3 PenMate in

35

combination with NovoPen 3. Please follow them carefully. You should read these

36

instructions even if you have used NovoPen 3, or NovoPen 3 in combination with the

37

NovoPen 3 PenMate before. The two following pages provide illustrations of both the

38

NovoPen 3 and the NovoPen 3 PenMate.

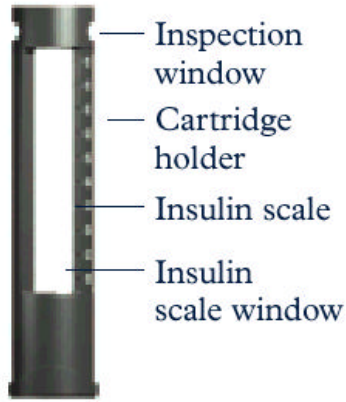
39

- 40 Always check that the PenFill® cartridge you use contains the correct type of insulin.
- 41 If you are treated with more than one type of insulin in PenFill cartridges, you should use
- 42 a separate NovoPen 3 PenMate and NovoPen 3 for each type of insulin.
- 43
- 44 If you have any questions about your NovoPen 3 PenMate or your NovoPen 3 insulin
- 45 delivery device, please call Novo Nordisk Pharmaceuticals, Inc. at 1-800-727-6500.
- 46 Please complete and return the NovoPen 3 PenMate Warranty Card.
  
- 47 Thank you for choosing the NovoPen 3 PenMate and NovoPen 3 insulin delivery device.

48 **Look at the diagram**  
49



### PenFill® Holder



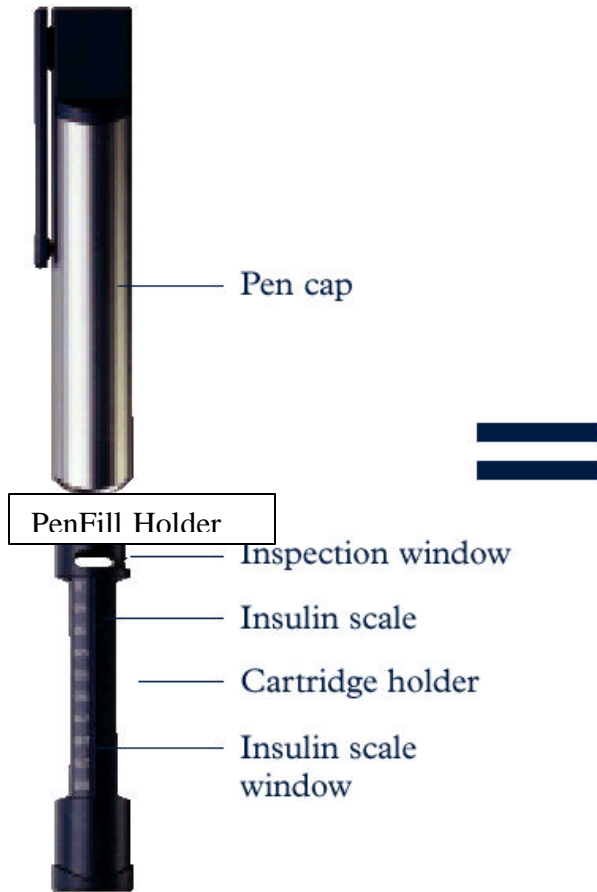
### Mechanical Section



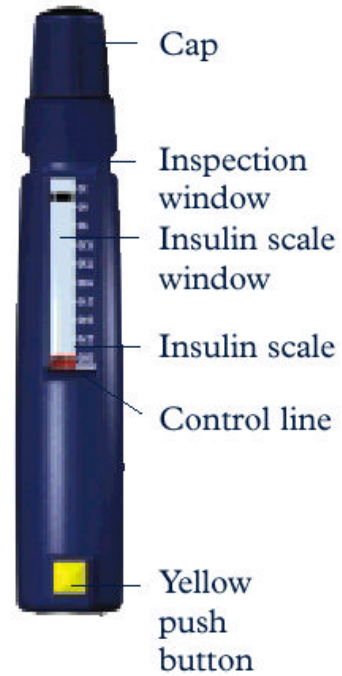
### PenFill®



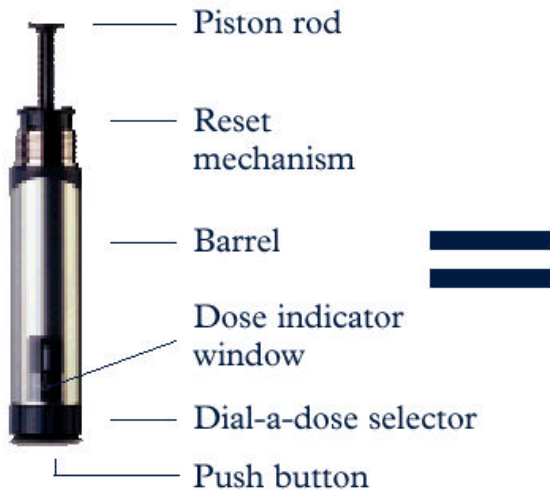
### NovoPen® 3 Insulin Delivery Device



### NovoPen® 3 PenMate®



### Mechanical Section



### Mechanical Section



53

54 **HOW TO USE THIS BOOKLET**

55 **This booklet gives you step-by-step instructions for using the NovoPen 3 PenMate in**  
56 **combination with the NovoPen 3.**

57

58 Begin by reviewing the illustration layout of the parts of the NovoPen 3, NovoPen 3  
59 PenMate, PenFill 3 mL cartridge and NovoFine disposable needle. The inside front cover  
60 opens out so you have a handy reference while you read the rest of the booklet.

61 Most pages contain an illustration on the right with numbered instructions to the left of  
62 the illustration.

63 **Important additional information is given below the illustration.**

64 We suggest that you **read the text and look at the illustrations** to make sure that you  
65 understand each step thoroughly.

66 Also included is a diagram showing a side-by-side comparison of the NovoPen 3 and the  
67 NovoPen 3 PenMate. This illustration allows you to see which part of the NovoPen 3 the  
68 NovoPen 3 PenMate replaces.

69

70 The main differences between the NovoPen 3 and the NovoPen 3 PenMate are as  
71 follows:

72 The PenFill cartridge holder and the Pen cap of the NovoPen 3 are replaced by the  
73 NovoPen 3 PenMate.

74 NovoPen 3 PenMate allows for automatic insertion of the NovoFine needle under the  
75 skin; NovoPen 3 requires manual needle insertion.

76 NovoPen 3 PenMate allows for the NovoFine needle to be completely hidden prior to  
77 needle insertion; the needle is visible on the NovoPen 3 prior to needle insertion.

78

79 **Look at the diagram inside the front cover for the names of the different parts of**  
80 **NovoPen 3 and NovoPen 3 PenMate. You can unfold the diagram to help you while**  
81 **you follow the instructions.**

82

83

84

85

86

87 **TABLE OF CONTENTS**

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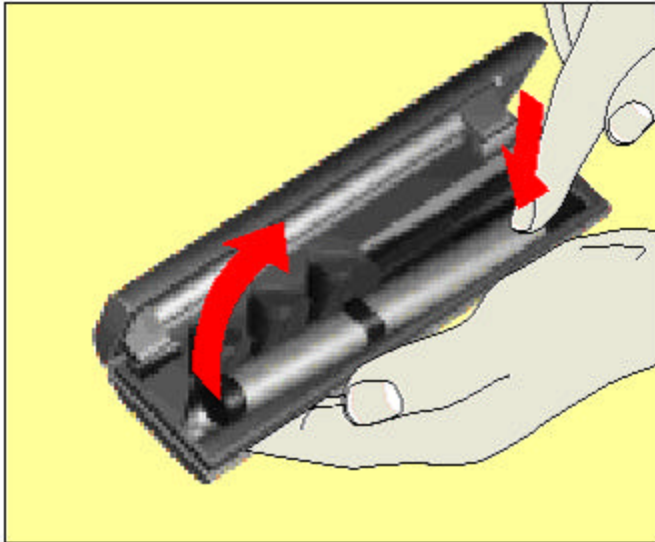
113

114 **SECTION 1 Assembly of the NovoPen3 PenMate**

115 **Assembly of the NovoPen 3 PenMate**

116

117 **1** Take NovoPen 3 out of its case by pressing the top of the pen cap.



118

119

120 **2** Gently twist the pen cap until it separates from the barrel.



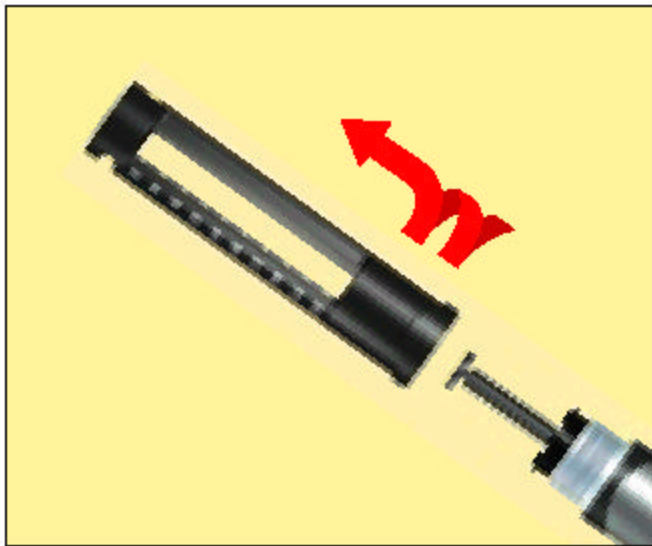
121

122 **3** Pull the pen cap straight up to remove it.

123



- 124 **4** Unscrew and remove the PenFill holder from the barrel\*



125

126 \* See diagram.

127 You will not use the pen cap and PenFill holder with the NovoPen 3 PenMate but you  
128 should store them in the case if you want to use NovoPen 3 without NovoPen 3 PenMate  
129 in the future.

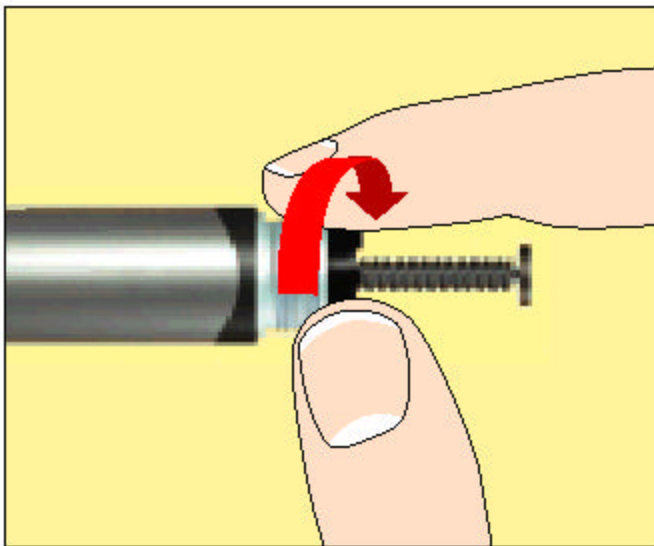
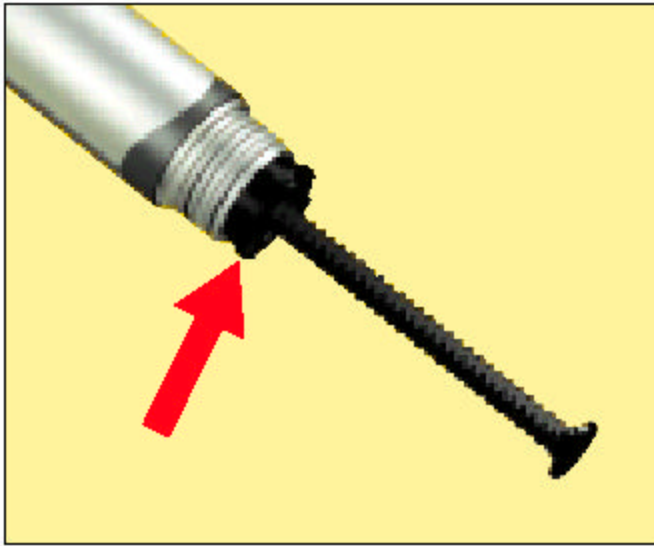
130 **SECTION 1 (cont.)**

131 **5** The end of the piston rod should be flat against the end of the reset mechanism prior to  
132 inserting each new Novolin PenFill 3 mL cartridge. It should not be sticking out.

133

134 **If the piston rod is sticking out:**

135 Turn the end of the reset mechanism in a clockwise direction until the piston rod is no  
136 longer sticking out. Never push the piston rod back in.



137

138 ***Need Help? Call 1-800-727-6500***

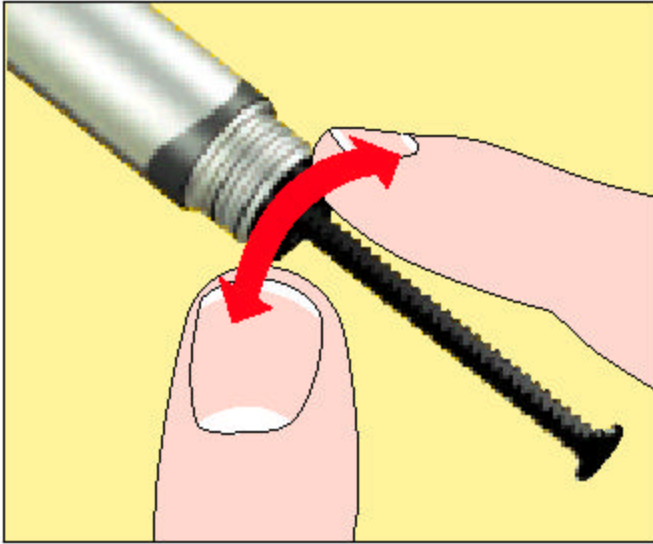
139

140 You should not reset the piston rod again until it is time to remove the used PenFill 3 mL  
141 cartridge and insert a new one.

142

143 If the reset mechanism locks, it is usually due to improper technique. Gently turn the  
144 mechanism side to side until it unlocks. Then call our toll free number (1-800-727-6500) |  
145 so that we may review your operating technique with you.

146



147

148 **SECTION 1 (cont.)**

149 **6** Press the push button all the way in until zero (0) appears in the window. The zero  
150 should be lined up with the stripe below the dose indicator window.

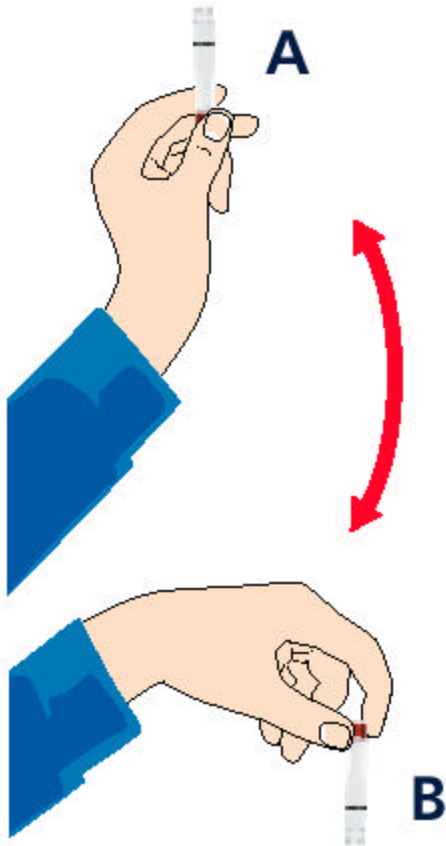
151 To remove the PenFill cartridge from its wrapper, push the cartridge through the foil  
152 side of the packaging.

153 Before use, check that the PenFill cartridge is full and intact. If not, do not use it.



154

- 155 7 If you use Novolin 70/30 [70% NPH, Human Insulin Isophane Suspension and 30%  
156 Regular, Human Insulin Injection (recombinant DNA origin)] or Novolin N, NPH  
157 [Human Insulin Isophane Suspension (recombinant DNA origin)], mix the insulin:  
158  
159 a. Turn PenFill cartridge up and down between positions A and B, as shown.  
160 b. Repeat this mixing step at least 10 times or until the insulin looks uniformly white  
161 and cloudy.



162

163

164 **If you use more than one type (N, R, or 70/30) of insulin, use a separate NovoPen 3**  
165 **PenMate for each type.**

166

167 Once the cartridge is punctured, it can be used at room temperature for the length of time  
168 identified in the storage information section of the Information For The Patient supplied  
169 with the PenFill cartridges. ***The expiration date on the cartridge is for unused cartridges***  
170 ***under refrigeration.***

171

172 **SECTION 1 (cont.)**

173 Take the NovoPen 3 PenMate out of its case.

174 Pull off the pen cap and put it to one side.

- 175 Put the PenFill cartridge into the NovoPen 3 PenMate.  
176 The threaded plastic cap goes in first.



177

- 178 **8** Tightly screw the barrel of the NovoPen 3 into the NovoPen 3 PenMate.  
179 Make sure that the dose indicator window on the mechanical section is aligned with  
180 the yellow push button on NovoPen 3 PenMate.

181



182

183 Each PenFill 3 mL cartridge contains a total of 300 units of insulin. There are five  
184 cartridges in a box. Make sure you are using the correct type of insulin. The name of  
185 the insulin is on the glass part of the cartridge.

186 Each PenFill cartridge is for single-person use only.

187 DO NOT share the cartridge with anyone even if you attach a new disposable needle  
188 for each injection. This will prevent the spread of disease.

189 **Use only a new PenFill 3 mL cartridge when loading the NovoPen 3 PenMate.**  
190 **Never load a partially filled cartridge. Never try to refill a used PenFill 3 mL**  
191 **cartridge.**

192

193 **SECTION 1 (cont.)**

194 **9** Clean the front rubber stopper on the PenFill cartridge with an alcohol swab.

195 **You must wipe the front rubber stopper with an alcohol swab before each injection, even**  
196 **if you are using the same PenFill cartridge.**

197



198

199 **10** Remove the protective tab from the NovoFine<sup>®</sup> disposable needle.  
200 Screw the NovoFine needle firmly onto the threaded plastic cap until it is tight.  
201 Pull off the outer and inner needle caps.

202

203 **For users of Novolin 70/30 or Novolin N insulin: Always remix the insulin before**  
204 **each injection.**

205 To remix the insulin, turn the NovoPen 3 PenMate up and down between positions A  
206 and B, as on page 4, 10 times or until the insulin looks uniformly white and cloudy.

207



208  
209 Never place a NovoFine disposable needle on your NovoPen 3 PenMate until you are  
210 ready to do an air shot and give an injection. If the NovoFine needle is “left on”,  
211 some liquid may leak out of the PenFill cartridge. This may cause a change in the  
212 strength of Novolin 70/30 or Novolin N insulin.  
213

214  
215 **SECTION 2** **Air shot before each injection**

216  
217 **Air shot before each injection**

218  
219 **11** The PenFill cartridge may contain an air bubble, and small amounts of air may  
220 collect in the needle and PenFill cartridge when you use them. To avoid the injection  
221 of air and ensure proper dosing, you must perform an air shot prior to each injection.  
222

- 223 ▪ Check that the dial-a-dose selector is set at zero.
- 224 ▪ Dial 2 units. Hold the NovoPen 3 PenMate with the needle upwards and tap  
225 gently near the window of NovoPen 3 PenMate with your finger a few times.
- 226 ▪ Press the push button at the end of the barrel all the way in.  
227

228 A drop of insulin should appear at the needle tip.

229 If not, repeat the procedure until a drop of insulin appears. There may still be some small  
230 air bubble(s) in the PenFill cartridge after this, but they will not affect your dose and they  
231 will not be injected.  
232

233 **If you dial more than 2 units, DO NOT turn the dial back to zero (0).** If you do, the  
234 extra insulin will squirt out of the needle. You may complete the air shot with the  
235 number of units you have dialed or refer to the instructions on how to reset the dose to  
236 zero in step 14.  
237  
238

239 **SECTION 3** **Choosing your dose**

240

241 **Choosing your dose**

242

243 **12** NovoPen 3 PenMate has an insulin scale with marks showing the approximate  
244 number of units left in the PenFill cartridge. Always check that there is enough  
245 insulin left for the injection. To activate, grip the barrel and the NovoPen 3 PenMate  
246 and firmly pull in opposite directions until you hear a click.

247 **Important: Do not pull the dial-a-dose selector.**

248 Check that the dial-a-dose selector is set at zero. If zero does not appear, follow the  
249 instructions on page 11.

250

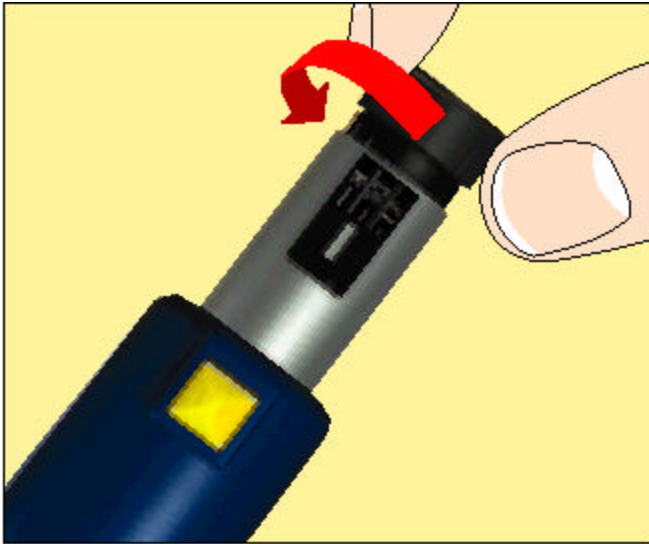


251

252 **13** Dial the number of units you need to inject.  
253 The odd numbers are shown as full lines between the even numbers.  
254 Do not use the clicking sound as a guide for selecting your dose.

255





256

257

258 The NovoPen 3 PenMate can deliver from 2 to 70 units of insulin in one unit increments.

259 **If you dial more than your dose, DO NOT turn the dial back to zero (0).** If you do,

260 the extra insulin will squirt out of the needle. For instructions on how to reset the dose to

261 zero (0) so you can start again, see the next page.

262

263 **SECTION 3 (cont.)**

264 **14** If you dial a larger dose than you need, you need to reset your NovoPen 3 PenMate to  
265 zero.

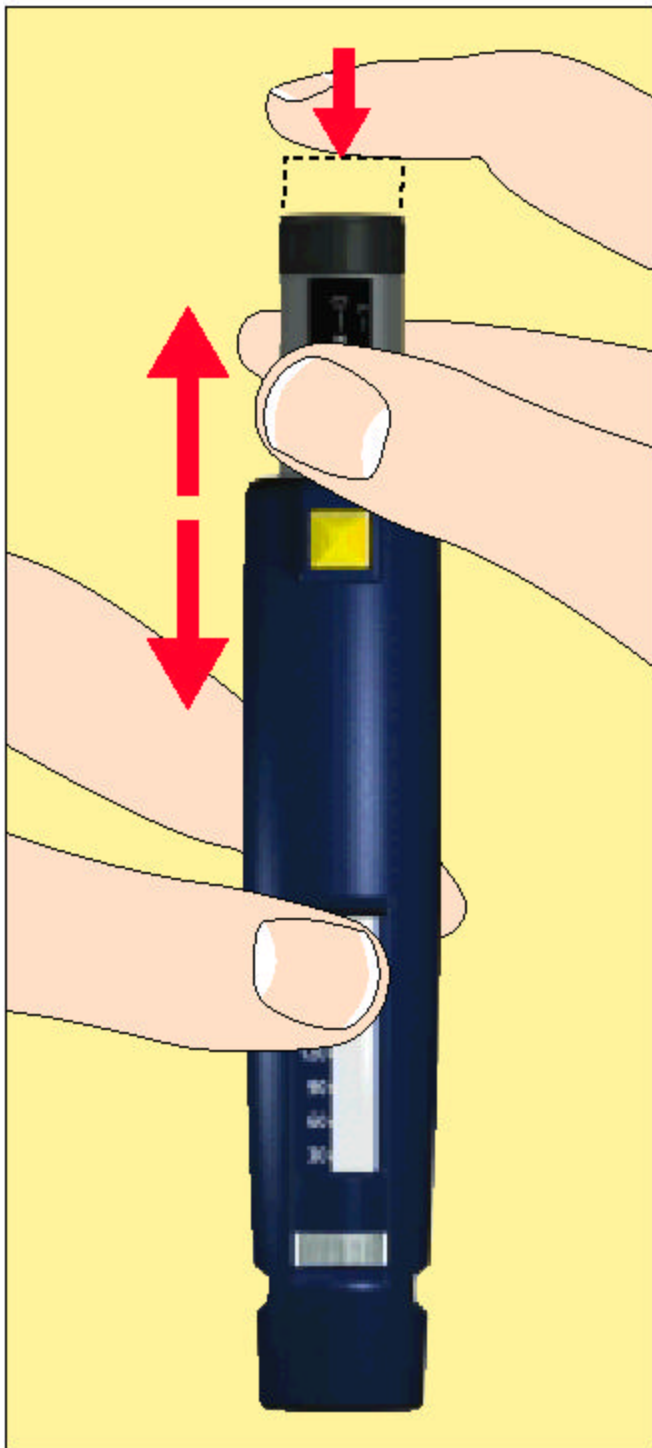
266 To reset to zero (0) if you set the wrong dose:

267 a. Pull the barrel and the NovoPen 3 PenMate in opposite directions and keep hold  
268 of them (see picture).

269 b. Press the push button on the barrel back to zero (0).

270 c. Release your grip and the barrel section will slide back into place.

271 d. You can now dial the correct units of insulin.



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## **SECTION 4**

### **Giving the injection**

#### **Giving the injection**

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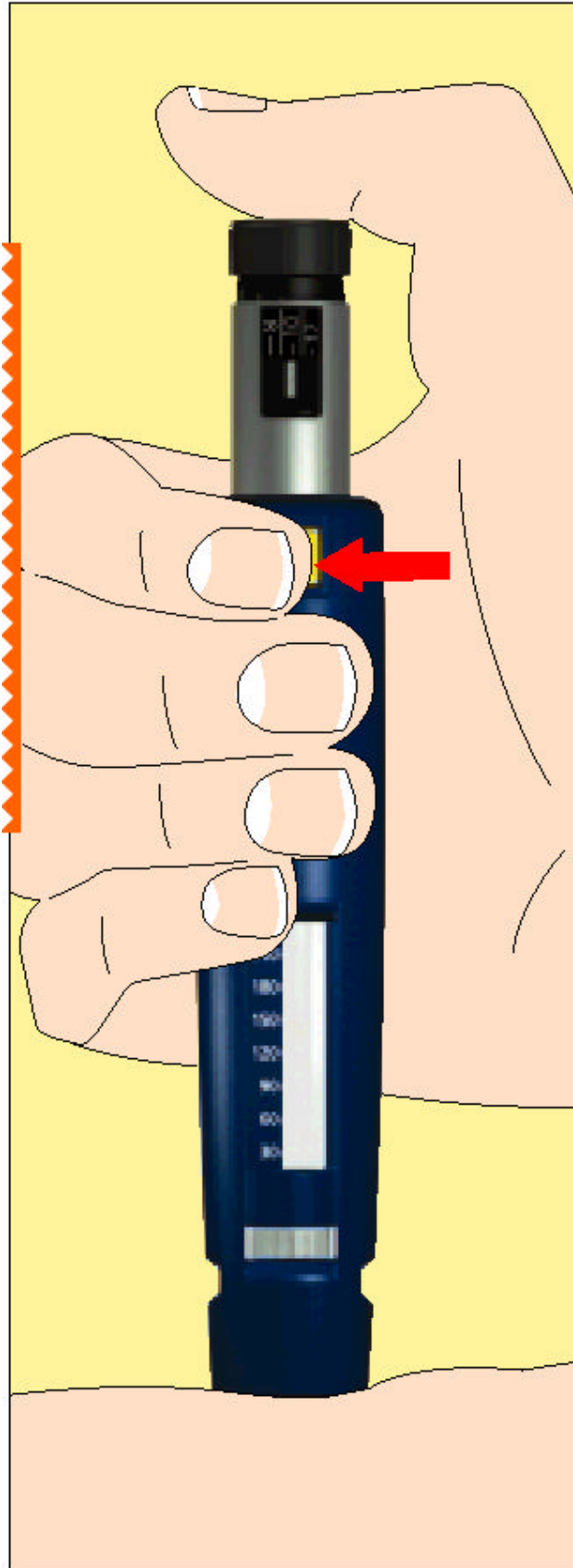
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287

288

**15** Before injecting always check the dose indicator window to make sure you have dialed the correct number of units.

After the airshot (see page 9) and choosing your dose, hold the NovoPen 3 PenMate at the correct site on the body for an injection. Use the injection technique recommended by your healthcare professional. The PenMate is designed with a cut-away on one side. This cut-away allows injections at various angles other than 90°. Press the yellow push-button on the NovoPen 3 PenMate with your finger (see arrow in diagram). The needle will automatically enter the skin.



290 **SECTION 4 (cont.)**

291 **16** To inject your dose, press the push button of the barrel section **as far as it will go.**  
292 **Do not force it** (see arrow in diagram).

293

294 After injection, the needle should remain under the skin for several seconds. Keep the  
295 push button fully depressed until the needle has been withdrawn from the skin.

296 If there is not enough insulin in the PenFill cartridge for the whole dose, you will be  
297 able to see the number of units you still need to inject in the dose indicator window.  
298 You must always check this after you have given the injection.

299

300 **Important: Never turn the dial-a-dose selector to inject the insulin.**

301



303

304 **When you press the push button, the piston rod presses against the rear rubber stopper of**  
305 **the cartridge. This moves the rear rubber stopper and pushes the correct amount of**  
306 **insulin out through the needle.**

307

308

309 **SECTION 4 (cont.)**

310 Check that the dose indicator window shows zero. If it does not show zero, you did not  
311 receive your full dose.

312 For example: If you dial 25 units and there are only 20 units left in the PenFill cartridge,  
313 the number 5 will appear in the window following the injection ( $25-20=5$ ). If this occurs,  
314 proceed with the following steps:

315 To get the remaining part of your dose:

316 a. Note the number of units in the dose indicator window.

317 b. Remove the NovoFine needle (see Section 5).

318 c. Remove the empty Novolin PenFill 3 mL cartridge (see Section 8).

319 d. Insert a new Novolin PenFill 3 mL cartridge (see Section 1).

320 e. Attach a new NovoFine needle (see Section 1).

321 f. Do an air shot (see Section 2).

322 g. Dial the number of units noted in step a.

323 h. Give the injection.

324

325 **SECTION 4 (cont.)**

326 **To make sure that the insulin has been injected, do the following to be certain that**  
327 **the needle advanced and penetrated the skin:**

328 ■ Check that you can see the control line (solid white line) at the top of the insulin scale  
329 (above the number 300).

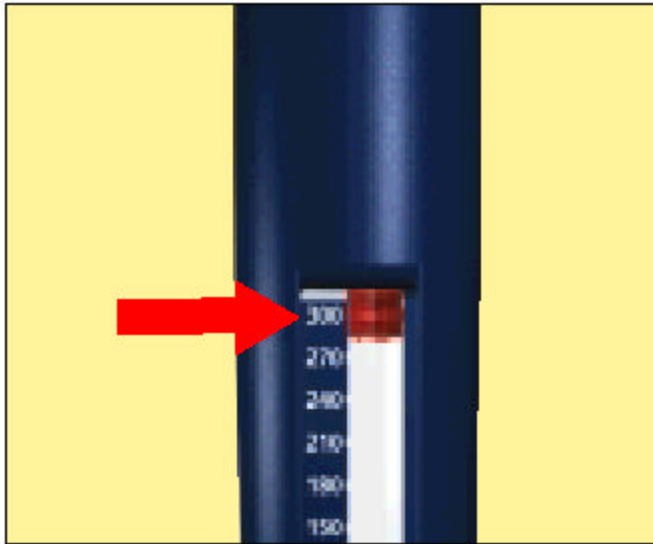
330 ■ Check to see if your skin is wet where you gave the injection.

331

332 If you cannot see the control line after the injection or your skin is wet, see SECTION 5  
333 to perform a mechanical function check.

334

335 Call (800) 727-6500 *or your healthcare professional if you have any questions.*



336

337

338 **SECTION 4 (cont.)**

339

340

341

**17 After the injection, remove the needle without recapping it. Hold the NovoPen 3 PenMate firmly while you unscrew the NovoFine disposable needle. Place the NovoFine disposable needle in a puncture-resistant disposable container.**

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344

345

Health care professionals, relatives, and other caregivers should follow precautionary measures for removal and disposal of needles to eliminate the risk of unintended needle penetration.



Graphic to be changed

346

347



348 **The NovoFine disposable needle must be removed immediately after each injection**  
349 **without recapping. Put the NovoPen 3 PenMate cap back on.** If the NovoFine  
350 disposable needle is not removed, some liquid may leak out of the PenFill cartridge. This  
351 may cause a change in the strength of Novolin 70/30 or Novolin N insulin.  
352 For information on how to properly dispose of needle containers, call your local trash  
353 disposal authorities.

354

355 **SECTION 5** **Mechanical function check**

356

357 **Mechanical function check of NovoPen 3 PenMate**

358 **18** Hold the NovoPen 3 PenMate with the needle pointing upwards.

359 To activate, grip the barrel and the PenFill holder of the NovoPen 3 PenMate and  
360 firmly pull in opposite directions until you hear a click. If you do not hear a click,  
361 contact Customer Relations at our toll free number 1-800-727-6500. Never use a  
362 NovoPen 3 PenMate unless you are sure that it is working properly.

363 **Important: Do not pull the dial-a-dose selector.**

364 Check that the dial-a-dose selector is set to zero. If not, press the push button all the  
365 way in.

366



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371

- 19** Push the yellow push button and the needle should appear.  
You should now be able to see the needle and the control line.  
If you cannot see the needle, do not use the NovoPen 3 PenMate. Never use the  
NovoPen 3 PenMate unless you are sure that it is working properly.



372

373 ***Need Help? Call 1-800-727-6500***

374

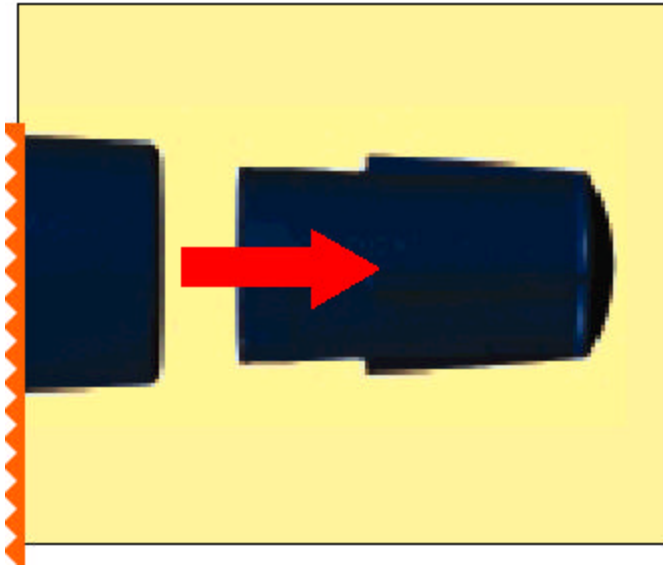
375 **SECTION 6**

**For subsequent injections**

376

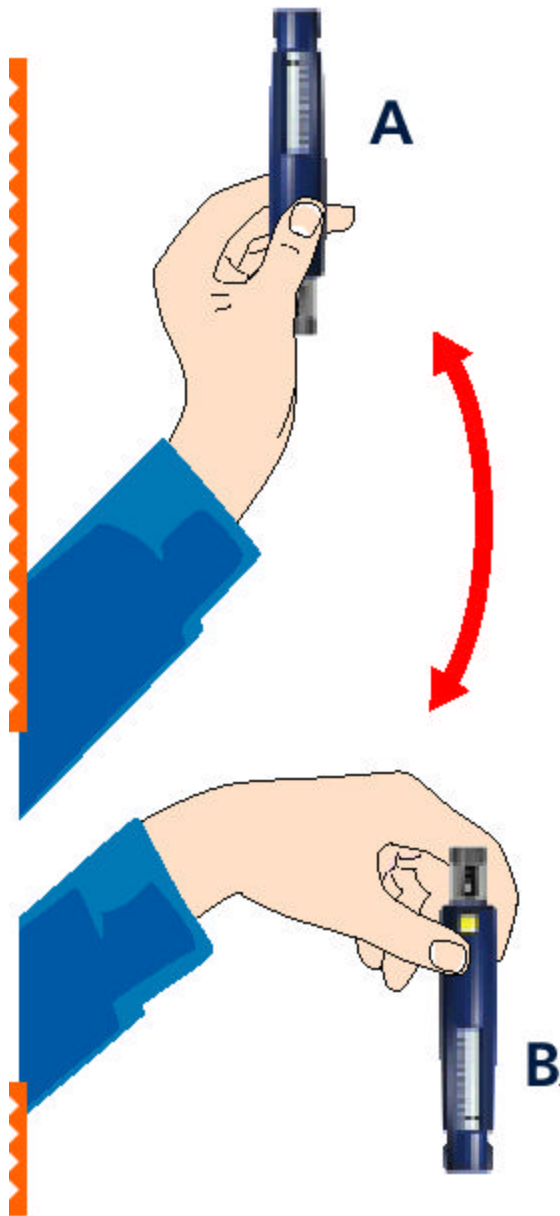
377 **For subsequent injections**

378 **20** Pull off the NovoPen 3 PenMate cap. **Check that the needle has been removed**  
379 **since your last injection.** Check that NovoPen 3 PenMate contains the type of insulin  
380 you want to inject. If the PenFill holder of your NovoPen 3 PenMate contains a clear  
381 insulin PenFill cartridge such as Novolin R, follow steps 9 to 17.



382

383 **21** If your NovoPen 3 PenMate contains an insulin suspension cartridge, such as Novolin  
384 70/30 or Novolin N mix the insulin by turning the device up and down between  
385 positions A and B -as shown in the picture. The movement must be performed so that  
386 the glass ball in the cartridge moves from one end to the other. Do this at least ten  
387 times until the liquid is white and uniformly cloudy.  
388 Then continue as shown in steps 9 to 15 and inject immediately.  
389



390  
391  
392

393

394 **SECTION 7 What to do when PenFill is nearly empty**

395

396 **What to do when PenFill is nearly empty**

397 **22** Do not start to inject an insulin suspension such as Novolin N or Novolin 70/30 if you  
398 can see the rubber piston in the small inspection window. The glass ball must have  
399 adequate space to resuspend the insulin. With the NovoPen 3 PenMate, it is possible  
400 to select a dose that is larger than the number of units left in the PenFill cartridge. If  
401 there is not enough insulin in the PenFill cartridge for the whole dose, you will be  
402 able to see the number of units you still need to inject in the dose indicator window  
403 after the injection.

404 To get the remaining part of your dose refer to Section 4, Page 14, a through h.

405

406



407  
408  
409  
410  
411

When you get near the end of a PenFill cartridge, you may need to give yourself two injections to receive your full dose. If, after giving an injection, zero does not appear in the dose indicator window, you did not receive your full dose.

412

413 **SECTION 8**

**Changing PenFill**

414

415 **Changing PenFill**

416 **23** a) Unscrew the barrel from the NovoPen 3 PenMate.

417 b) Press the push button to set the dose indicator to zero.

418 c) Make sure that the piston rod is not out (see Section 1, Page 5). (Twist it gently  
419 from side to side, if necessary).

420



421

422

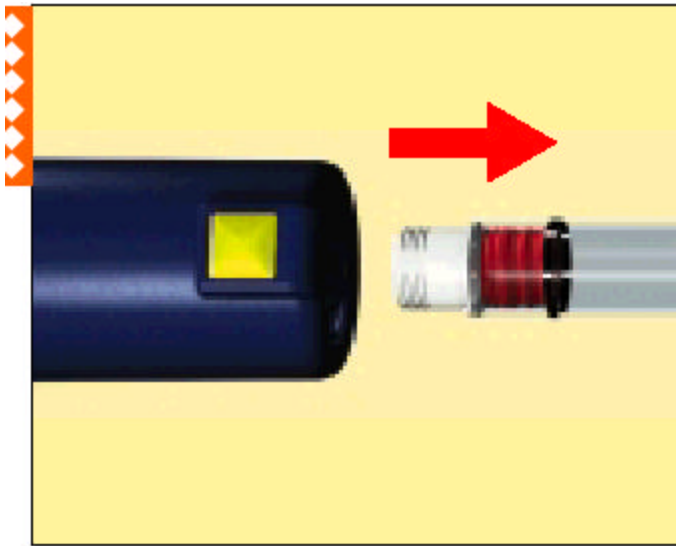
423

424

425

**24** Take out the empty PenFill cartridge. Take a new PenFill cartridge and continue as described from steps 6 and 7.





426

427 ***Need Help? Call 1-800-727-6500***

428

429 **SECTION 9**

**Function check**

430

431 **Function check**

432 **25** If you think your NovoPen 3 PenMate is not working properly, follow this procedure:

433 a) Check that the barrel and the NovoPen 3 PenMate are screwed together tightly and  
434 that the dose indicator window on the barrel is aligned with the yellow push button on  
435 the NovoPen 3 PenMate.

436 b) Screw on a new NovoFine needle as described in step10.

437 c) Clear the air bubbles as described in step11.

438 d) Put the outer needle cap over the needle.

439 e) Dispense 20 units into the needle cap.

440

441 The insulin should fill the lower part of the outer needle cap. If the pen has delivered  
442 too much or too little insulin, repeat the test. If it happens again, do not use the pen.  
443 Contact your supplier.

444 Do not try to repair a faulty NovoPen 3 or a faulty NovoPen 3 PenMate.

445 Never use NovoPen 3 or NovoPen 3 PenMate unless you are sure that they are  
446 working properly.

447



449 **IMPORTANT**

- 450   ▪ Keep the NovoPen 3 PenMate away from areas where temperatures may get too hot  
451    or too cold such as a car or refrigerator.
- 452   ▪ Once the cartridge is punctured, it can be kept at room temperature for the length of  
453    time identified in the storage information section of the Information For The Patient  
454    supplied with the PenFill cartridges.
- 455   ▪ Make sure that the piston rod is completely inside the reset mechanism before you  
456    screw together the barrel and the NovoPen 3 PenMate. (see step 5).
- 457   ▪ Always screw the mechanical section of NovoPen 3 and NovoPen 3 PenMate tightly  
458    together.
- 459   ▪ Before each injection, make sure that you are using the right insulin preparation.
- 460   ▪ Always clear air bubbles with the needle pointing upwards before each injection (see  
461    step 11).
- 462   ▪ With the NovoPen 3 PenMate, it is possible to select a dose which is larger than the  
463    number of units left in the PenFill cartridge. Before you inject, always check on the  
464    insulin scale that there is enough insulin left in the PenFill cartridge for your dose.  
465    After the injection, always make sure that you have injected the whole dose by  
466    checking that the dose indicator window reads 0. If not, see step 22.
- 467   ▪ Do not use the insulin scale on the NovoPen 3 PenMate to measure the amount of  
468    insulin to be injected.
- 469   ▪ Before injecting, always check the dose indicator window to make sure you have  
470    dialed the correct number of units.
- 471   ▪ After injecting, make sure that NovoPen 3 PenMate was released and that the insulin  
472    has been injected (see step16).
- 473   ▪ **Take the needle off the NovoPen 3 PenMate immediately after each injection. If**  
474    **you do not remove it, temperature changes may cause liquid to leak out of the**  
475    **needle. With Novolin N or Novolin 70/30, this may change the concentration of**  
476    **the insulin.**
- 477   ▪ Do not inject Novolin N or Novolin 70/30 if the rear rubber stopper can be seen in the  
478    small inspection window.
- 479   ▪ Always have extra insulin of the same type(s) you use available for alternative  
480    administration in case your NovoPen 3 PenMate, NovoPen 3, or PenFill gets lost or  
481    damaged.

482

483 **IMPORTANT (cont.)**

- 484   ▪ Keep NovoPen 3 PenMate, NovoPen 3, PenFill, and NovoFine out of reach of  
485    children.
- 486   ▪ Your NovoPen 3 and NovoPen 3 PenMate are for use by the same person only.

- 487   ▪ The NovoPen 3 PenMate is not recommended for the blind or visually impaired,  
488       without the assistance of a sighted individual who knows how to use NovoPen 3  
489       PenMate.
- 490   ▪ If you use more than one type (N, R, or 70/30) of insulin, use a separate NovoPen 3  
491       PenMate for each type of insulin.
- 492   ▪ The American Diabetes Association recommends that insulin should be self-  
493       administered. The proper age for initiating this should be assessed by the adult  
494       caregiver.
- 495   ▪ Use only a new PenFill cartridge when loading the NovoPen 3 PenMate. Never load  
496       the NovoPen 3 PenMate with a partially filled PenFill cartridge.
- 497   ▪ The NovoPen 3 PenMate is designed for use with PenFill 3 mL insulin cartridges and  
498       NovoFine single-use disposable needles.
- 499   ▪ Novo Nordisk is not responsible for any consequences arising from the use of the  
500       NovoPen 3 PenMate with products that are not recommended by Novo Nordisk.

501   **IMPORTANT (cont.)**

502   **Guidelines for storing the NovoPen 3 PenMate and PenFill 3 mL cartridges:**

- 503   ▪ Store the NovoPen 3 PenMate (with the PenFill cartridge inside) at room  
504       temperature. **Do not store** the NovoPen 3 PenMate in a refrigerator or areas where  
505       there may be extreme temperatures or moisture, such as your car. Once the cartridge  
506       is punctured, it can be kept at room temperature for the length of time identified in  
507       the storage information section of the Information For The Patient supplied with the  
508       PenFill cartridges.
- 509   ▪ Store the NovoPen 3 PenMate **without** the NovoFine needle attached and **with** the  
510       pen cap in position. Leaving the needle on can cause the insulin to leak. This will  
511       affect the concentration of an insulin suspension.
- 512   ▪ For information on storing PenFill cartridges, see the package insert that comes in  
513       the PenFill cartridge box. Once the cartridge is punctured, it can be kept at room  
514       temperature for the length of time identified in the storage information section of the  
515       Information For The Patient supplied with the PenFill cartridges. The *expiration*  
516       *date on the cartridge is for unused cartridges under refrigeration.*

517

518

519 **WHAT TO DO IF ...**

520 Here are the answers to some questions you might need to ask when using your NovoPen  
521 3 PenMate.

522 **No insulin appears when I try to clear the air bubbles.**

523 Check that your NovoPen 3 PenMate was put together correctly when you changed the  
524 PenFill cartridge. Make sure that the piston rod is completely inside the reset mechanism.  
525 Also make sure that the barrel and the NovoPen 3 PenMate are screwed tightly together  
526 (see steps 5 and 25).

527 **No insulin appears when I try to clear the air bubbles and the push button will not  
528 go in.**

529 The needle may be blocked. Change the needle and repeat air shots until insulin appears  
530 at the needle tip. Check if the PenFill cartridge is empty.

531

532 **The push button will not depress during the injection.**

533

534 Do not try to force the push button down. Check if the PenFill cartridge is empty.

535 If there was not enough insulin in PenFill cartridge for the whole dose, you will see the  
536 number of units you still need to inject in the dose indicator window. Make a note of this.  
537 Change the PenFill cartridge and continue as described from step 23.

538

539

540

541

542

543 **WHAT TO DO IF ... (cont.)**

544 **I cannot press the push button back to zero before I return the piston rod.**

545 The reset mechanism may be locked. Gently twist the reset mechanism from side to side  
546 until it unlocks. See the picture in step 5. Then you can press the push button down to  
547 zero. Never turn the dosage selector back.

548 **I cannot get the piston rod back inside the reset mechanism when I change the  
549 PenFill cartridge.**

550 The reset mechanism may be locked. Gently twist the reset mechanism from side to side  
551 until it unlocks. Then turn the reset mechanism to the right until the piston rod is  
552 completely inside it. See the picture in step 5.

553

554 **I think the needle has not entered the skin.**

555 Check that you can see the control line at the top of the insulin scale.

556 Also check if your skin is wet at the injection site. Carry out the mechanical function  
557 check as described in steps 18 and 19.

558 **I think my NovoPen 3 or my NovoPen 3 PenMate is not working properly.**

559 Carry out the function check described in step 25. Make sure that the lower part of the  
560 outer needle cap is filled with 20 units of insulin. Also carry out the mechanical function  
561 check as described in steps 18 and 19. Make sure that the control line is visible when  
562 NovoPen 3 PenMate is released. Never use your NovoPen 3 or your NovoPen 3 PenMate  
563 unless you are sure that they are working properly.

564

565 MAINTENANCE

566

567 **How to store and look after your NovoPen 3 and your NovoPen 3 PenMate**

568 NovoPen 3 and NovoPen 3 PenMate are designed to work accurately. They should be  
569 handled with care. Avoid situations where your NovoPen 3 and NovoPen 3 PenMate can  
570 be damaged. Do not drop. Do not expose to excessive pressure or blows. Keep them in  
571 the soft case whenever possible.

572

573 You can put PenFill cartridges in NovoPen 3 PenMate or carry them with you as spares.  
574 Please read the Information For The Patient supplied with the PenFill cartridges  
575 for details of how to store the cartridges and how long to keep them.

576

577 You can clean your NovoPen 3 and your NovoPen 3 PenMate by wiping them with a  
578 cotton swab moistened with ethyl or isopropyl alcohol.

579

580 Your NovoPen 3 and your NovoPen 3 PenMate are sturdy products but could still get  
581 damaged. So handle them with care and protect them against dust and dirt when they are  
582 not carried in the case.

583

584 Do not try to repair a faulty NovoPen 3 or a faulty NovoPen 3 PenMate.

585

586 NovoPen 3 and NovoPen 3 PenMate must only be used in the way described in this  
587 booklet. The manufacturer will not be responsible for any problems you have with the  
588 equipment if you have not followed this booklet. If you find your NovoPen 3 or your  
589 NovoPen 3 PenMate faulty, Novo Nordisk will replace it if:

590 

- You call Novo Nordisk Pharmaceuticals, Inc. at our toll free number 1-800-727-6500

  
591 within three years of getting it.

592

593 **WARRANTY**

594

595 Should your NovoPen 3 PenMate device be defective in materials or workmanship within  
596 three (3) years of purchase, Novo Nordisk Pharmaceuticals, Inc., will replace it at no  
597 charge if you mail the defective unit along with a description of the problem and the sales  
598 receipt or other proof of purchase to:

599

600 Novo Nordisk Pharmaceuticals, Inc.

601 Customer Relations

602 100 College Road West

603 Princeton, New Jersey 08540-7810.

604

605 No other warranty is made with respect to NovoPen 3 PenMate. The mechanical section  
606 of the NovoPen 3 insulin pen is covered by its own separate warranty. which is described  
607 in its instruction manual. This warranty will be invalid and Novo Nordisk A/S, Novo  
608 Nordisk Pharmaceuticals, Inc., Bristol-Myers Squibb Co., Nipro Medial Industries Ltd.,  
609 and Bang & Olufsen A/S cannot beheld responsible in the case of defects or damages  
610 arising from:

611

612 ■ The use of the NovoPen 3 PenMate with products other than NovoPen 3, PenFill 3 mL  
613 cartridges, and NovoFine single-use disposable needles.

614

615 ■ The use of the NovoPen 3 PenMate not in accordance with the instructions in this  
616 booklet.

617

618 ■ Physical damage to the NovoPen 3 PenMate caused by neglect, misuse, unauthorized  
619 repair, accident, or other breakage.

620

621 Use of the NovoPen 3 PenMate does not extend the warranty of the NovoPen 3 insulin  
622 pen.

623

624 For assistance or further information, write to:

625 **Novo Nordisk Pharmaceuticals, Inc.**

626 **Customer Relations**

627 **100 College Road West**

628 **Princeton, NJ 08540-7810**

629

630 **Or call: 1-800-727-6500**

631

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633 (cartridge) restricted to use with Novo Nordisk insulin cartridges and Novo Nordisk pen  
634 needles.

635

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638

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640

641 [www.novonordisk-us.com](http://www.novonordisk-us.com)



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/s/

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David Orloff

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