



List of country addresses related to diabetes care

Country	Address	General phone/toll-free phone/hotline/fax/e-mail/website
Argentina	Productos Roche S.A.Q. el. Diagnostics Division Rawson 3150 B1610BAL Ricardo Rojas Partido de Tigre (Buenos Aires)	Phone: +54 11 4954 5555 24-hour hotline: 155-5299638 (within Argentina) +54 9 11 155 529 9638 (from abroad) Fax: +54 11 5129-8105 E-mail: cecilia.ladino@roche.com Website: www.accu-chek.com.ar
Australia	Roche Diagnostics Australia Pty. Ltd. 31 Victoria Avenue AU-Castle Hill, NSW 2154	Phone: +61 2 9860 2222 (Head Office) 24-hour hotline: +61 2 9860 2100 Fax: +61 2 9860 2388 (Customer Service Diabetes Care) E-mail: sydney.accu-chekextra@roche.com Website: www.accu-chek.com.au
Austria	Roche Diagnostics GmbH Engelhornngasse 3 A-1211 Wien	Phone: +43 1 27787-0 24-hour hotline: +43 1 27787-596 (outside business hours a mobile number is mentioned on the answering machine) Fax: +43 1 27787-12 E-mail: diagnostics.austria@roche.com Website: www.accu-chek.at
Belgium	Roche Diagnostics Belgium S.A. Schaarbeeklei 198 BE-1800 Vilvoorde	Phone: +32 2 247 47 47 Toll-free phone: 0800 93 626 (only within Belgium, no 24-hour hotline) Fax: +32 2 247 46 80 E-mail: info@accu-chek.be Website: www.accu-chek.be
Brazil	Roche Diagnóstica Brasil Ltda. Av. Engenheiro Billings, 1729 Jaguará – Prédio 11 05321-010 São Paulo, SP	Phone: +55 11 3719 4566 Toll-free phone: 0800 77 20 126 (Customer Service, Mo - Fr 8 am - 7 pm / Sat 9 am - 3 pm) Emergency: +55 11 8229 9034 (R. Rosseto) +55 11 8315 7926 (M. Leme) Fax: +55 11 3719 9653 E-mail: brasil.accuchekresponde@roche.com Website: www.accu-chek.com.br
Canada (contact via Disetronic USA)	Disetronic Medical Systems, Inc. 11800 Exit 5 Parkway, Suite 120 Fishers, IN 46037 USA	Phone: +1 317 570 5100 Toll-free phone: 1-800 280 7801 (business hours, Mo - Fr 8 am - 5 pm) 24-hour hotline: 1-800 688 4578 (techn. support) Fax: +1 317 570 5300 E-mail: info@disetronic-usa.com Website: www.disetronic-usa.com www.accu-chek.ca

Country	Address	General phone/toll-free phone/hotline/fax/e-mail/website
China (incl. Hong Kong)	Roche Diagnostics (Shanghai) Limited 10/F, Huaihai Plaza No. 1045, Central Huaihai Road Shanghai 200031 PR China	Phone: +86 21 2412 1000 Toll-free phone: +86 800 810 0733 24-hour hotline: +86 1376 1000 909 (Ms. Li Fei, Infusion Systems Specialist East Region) +86 1370 1328 801 (Ms. Smile Kong, Infusion Systems Specialist North Region) Fax: +86 21 2412 1188 E-mail: china.accu-chek@roche.com Website: www.accu-chek.cn
	Roche Diagnostics (Hong Kong) Ltd. Rm 1316-25 Metroplaza Tower I, 223 Hing Fong Road Kwai Chung, New Territories Hong Kong	Phone: +852 2485 7512 / +852 2485 7508 (no 24-hour hotline) Fax: +852 2418 0728 Website: www.accu-chek.com.hk
Colombia	Productos Roche S.A. División Diagnóstica Carrera 44 No. 17-21 Bogotá - Colombia	Phone: +57 1 417 88 60 (no 24-hour Hotline) Fax: +57 1 417 89 46 E-mail: colombia.accu_chek@roche.com Website: www.accu-chek.com.co
Croatia	MEDiLAB D.o.o. Hondlova 2/IX 10000 Zagreb Hrvatska	Phone: +385 1 2356 722 (no 24-hour hotline) Fax: +385 1 2356 700 E-mail: natalija.domjanovic@roche.com damir.jerkovic@roche.com
Czech Republic	Roche s.r.o. Business Unit Diabetes Care Dukelských hrdinů 12 CZ-170 00 Praha 7	Phone: +420 2 20 382 251 24-hour hotline: +420 724 133 301 (Medatron) Fax: +420 2 20 800 100 E-mail: prague.info@roche.com Website: www.roche-diagnostics.cz www.accu-chek.cz
Denmark	Roche Diagnostics A/S Industriholmen 59 DK-2650 Hvidovre	Phone: +45 36 39 99 54 (Diabetes Dept.) (no 24-hour hotline) Fax: +45 36 39 98 61 E-mail: dk.accuchek@roche.com Website: www.accu-chek.dk
Estonia	SurgiTech AS Raua 36 / Vilmsi 5 EE-10152 Tallinn Estonia	Phone: +372 5126055 / +372 5260555 Toll-free phone: +372 6460 688 24-hour hotline: +372 5126055 Fax: +372 6460 661 E-mail: heleri@surgitech.ee
Finland	Roche Diagnostics Oy Klovinpellontie 3 FL 02180 Espoo	Phone: +358 10 55 511 24-hour hotline: +358 400 501 502 Fax: +358 10 5554 5890 E-mail: fi.accuchek@roche.com Website: www.accu-chek.fi
France	Roche Diagnostics Diabetes Care 2, Avenue du Vercors B.P. 59 FR-38240 Meylan Cedex	Phone: +33 4 76 76 30 00 (no 24-hour hotline; call nearest hospital in case of emergency) Fax: +33 4 76 76 46 40 E-mail: meylan.diabete@roche.com Website: www.accu-chek.fr

Country	Address	General phone/toll-free phone/hotline/fax/e-mail/website
Germany	Roche Diagnostics GmbH Sandhofer Strasse 116 D-68305 Mannheim	Hotline: 0180 2000 412 (Accu-Chek Insulin Pump Service Center, during business hours; outside business hours a mobile number is mentioned on the answering machine) Fax: +49 6196 50 50 50 (Accu-Chek Insulin Pump Service Center) E-mail: mannheim.monitoring@roche.com Website: www.accu-chek.de
Greece	Roche Diagnostics (Hellas) S.A. Diabetes Care Alekou Panagouli Street 91 GR-142 34 Nea Ionia / Athens	Phone: +30 210 2703700 24-hour hotline: 800 11 61010 Fax: +30 210 2703701 E-mail: hellas.info@roche.com Website: www.roche.gr
Hungary	Roche Magyarország Kft Diagnosztika Divízió Edison utca 1 HU-2040 Budaörs	Phone: +36 23 446 871 Toll-free phone: +36 80 200 694 (business hours, 8 am - 4 pm) 24-hour hotline for pump users: 06-80-630-106 (distributor) Fax: +36 23 446 890 E-mail: info@roche.hu Website: www.accu-chek.hu
India	Roche Diagnostics India (Pvt) Ltd. 761, Solitaire Corporate Park, 167, Har Govind Ji Marg, Chakala, Andheri (East) Mumbai 400 093	Phone: +91 22 6697 49 00 Toll-free phone: +30300400 (9 am - 9 pm) (no 24-hour hotline) Fax: +91 22 6697 49 09 E-mail: india.accu-chek@roche.com Website: www.roche-diagnostics.co.in www.accu-chekarabia.com
Israel	Dyn Diagnostics Ltd. 7, Ha'eshel St. P.O. Box 3063 IL-Caesarea Industrial Park, 38900	Phone: +972 4 6175300 12-hour hotline: +972 4 6175390 Fax: +972 4 6275402 E-mail: tali_s@dynltd.com Website: www.dyn.co.il
Italy	Roche Diagnostics S.p.A. Viale G.B. Stucchi 110 I-20052 Monza (MI)	Phone: +39 039 28 17 1 24-hour hotline: 800 089 300 Fax: +39 039 28 17 394 E-mail: info@accu-chek.it monza.info@roche.com Website: www.accu-chek.it www.roche-diagnostics.it www.microinfusori.it
Ireland	see UK	
Korea (South Korea)	Roche Diagnostics Korea Co., Ltd. Diabetes Care Business Unit 4F, Seokyeong Bldg. 1000-3, Daechi-dong, Gangnam-gu Seoul 135-280, Korea	Phone: +82 2 550 3300 Toll-free phone: +82 080 909 2222 (business hours, 9 am - 6 pm) (no 24-hour hotline) Fax: +82 2 550 3337 E-mail: service@firstcare.co.kr Website: www.accu-chek.co.kr

Country	Address	General phone/toll-free phone/hotline/fax/e-mail/website
Kuwait	Roche Diagnostics c/o Yiaco Medical Co., K.S.C.C. Shuwaih Industrial Area No. 99 Street No. 12, P.O. Box 435 Safat 13005 - Kuwait	Phone: +965 4832600 Ext. 201 +965 4837859 Hotline: +965 4912980 (no 24-hour-hotline, working hours 8:30 - 16:00, only local calls free) Fax: +965 4825189 E-mail: ahmed.qader@rochekuwait.com Website: www.accu-chekarabia.com
Latvia	Invitros Bikernieku Str. 121 LV-Riga 1021	Phone: +371 7840380 (no 24-hour hotline) Fax: +371 7840377 E-mail: zane@invitros.lv Website: www.roche.lv
Lithuania	Diagnostics Division UAB "Roche Lietuva" J. Jasinskio str. 16 B, 10th Floor LT-01112 Vilnius	Phone: +370 5 254 6777 (no 24-hour hotline) Fax: +370 5 254 6778 E-mail: laura.venckunaite@roche.com Website: www.roche.com
Luxembourg	Prophac S.à.r.l. 5, Rangwee L-2412 Luxembourg-Howald	Phone: +352 482 482 500 24-hour hotline: 0180 2000 412 (German hotline) Fax: +352 482 482 810 E-mail: diagnostics@prophac.lu Website: www.prophac.lu
Mexico	Productos Roche S.A. de C.V. (Roche Diagnostics Mexico) Edificio Intelicorp Av. Santa Fé # 485 – 4to Piso Col. Cruz Manca Santa Fé Delegación Cuajimalpa C.P. 02010 México City	Phone: +52 55 50 81 58 16 Toll-free phone: 01800-9080600 (Accu-Chek Call Center, Mo - Fr 8 am - 5 pm) 24-hour hotline: +52 55 5418 8813 (M.E. Fuentes) Fax: +52 55 50 81 58 97 E-mail: mexico.accuchek_diabetes@roche.com Website: www.accu-chek.com.mx
Netherlands	Roche Diagnostics Postbus 1007 NL-1300 BA Almere	Phone: +31 (0)36 539 4911 24-hour hotline: 0800 022 05 85 +31 (0)36 539 48 58 Fax: +31 (0)36 53 94 874 E-mail: almere.dc@roche.com Website: www.accu-chek.nl
New Zealand	Roche Diagnostics N.Z. Ltd P.O. Box 62-089 15 Rakino Way Mt. Wellington Auckland	Phone: +64 9 276 4157 Toll-free phone: +64 0800 80 22 99 (with emergency option) Fax: +64 9 276 8917 E-mail: info@accu-chek.co.nz Website: www.accu-chek.co.nz
Norway	Roche Diagnostics Norge AS Brynsengfaret 6b NO-0667 Oslo	Phone: +47 233 73 300 24-hour hotline: 815 00 510 (local call) +47 815 00 510 (internat. call) Fax: +47 233 73 399 E-mail: no.accuchek@roche.com Website: www.accu-chek.no

Country	Address	General phone/toll-free phone/hotline/fax/e-mail/website
Poland	Roche Diagnostics Polska Sp z o.o. Ul. Wybrzeże Gdyńskie 6B PL-01-531 Warszawa	Phone: +48 22 481 55 55 Toll-free phone: 0-800 401 061 business hours, no 24-hour hotline) Fax: +48 22 481 55 94 E-mail: polska.diagnostics@roche.com accu-chek.polska@roche.com Website: www.rochediagnostics.pl www.accu-chek.pl
Portugal	Roche Sistemas de Diagnóstico, Lda Estrada Nacional 249 – 1 PT-2720-413 Amadora	Phone: +351 21 425 70 00 Toll-free phone: +351 800 200 265 (Mo - Fr 8:30 am - 6:30 pm, no 24-hour hotline) Emergency: +351 918 796 942 (P. Veloso) Fax: +351 214 17 28 95 E-mail: portugal.diagnostics@roche.com Website: www.roche.pt
Romania	Top Diagnostics SRL Str. Gina Patrichi (Orlando) Nr. 6, 010449 Sector 1 RO-Bucuresti	Phone: +40 21 310 07 74 Toll-free phone: +40 800 080 228 24-hour hotline: +40 744 334 854 (Dr. Macovei-Moraru) Fax: +40 21 212 90 11 E-mail: diabet@topdiag.com Website: www.topdiag.com
Russia	Roche Moscow Ltd. 2, Trubnaya Sq. RU-107031 Moscow	Phone: +7 495 229-29-99 Hotline/ Toll-free phone: 8-800-200-88-99 (Mo - Fr 9 am - 9 pm, Sat - Su 10 am - 8 pm) Fax: +7 495 229-79-99 E-mail: info@accu-chek.ru Website: www.roche.ru www.accu-chek.ru
Saudi Arabia	Roche Diagnostics Promotional Office Saudi Arabia Farouk, Maamoun Tamer & Co. P.O. Box 8527 Jeddah 21492	Phone: +966 1 409 2162 / +966 1 409 2550 Ext. 220 +966 1 642 8090 Fax: +966 1 404 4280 E-mail: maher.hinno@roche.com.sa Website: www.accu-chekarabia.com
Serbia / Montenegro	ADOC Milorada Jovanovica 9 11 000 Beograd Serbia and Montenegro	Phone: +381 (11) 3051429 Fax: +381 (11) 334 65 49 E-mail: nenad.markovic@adoc.co.yu
Singapore	Roche Diagnostics Asia Pacific Pte Ltd. 298 Tiong Bahru Road 11-01/06 Central Plaza SG-168730 Singapore	Phone: +65 6 272 75 00 24-hour hotline: +65 9 179 1939 Fax: +65 6 371 6500 E-mail: singapore.diag@roche.com Website: http://sg.roche-diagnostics.com
Slovakia	Roche Slovensko, spol. s r.o. Divízia Diagnostics Lazaretská 8 SK-811 08 Bratislava Slovenská Republika	Phone: +421 257 103 680 24-hour hotline: +421 902 053 424 (Medatron) Fax: +421 252 635 213 Website: www.roche.sk

Country	Address	General phone/toll-free phone/hotline/fax/e-mail/website
Slovenia	Roche farmacevtska druzba d.o.o. ODG Diagnostics Dunajska cesta 238e p.p. 120 SI-1000 Ljubljana	Phone office: +386 1 56 80 260 Fax office: +386 1 56 80 273 Phone orders: +386 1 56 80 279 Fax orders: +386 1 56 80 280 Hotline: +386 41 391 125 (M. Svava) E-mail: ljubljana.dia_prodaja@roche.com metka.svara@roche.com Website: www.roche.si
South Africa	Roche Products (Pty) Ltd. Diagnostics Division PO Box 1927, Randburg 2125 9 Will Scarlet Road ZA-Randburg	Phone: +27 11 504 4600 Toll-free phone: 080-DIABETES (080-34-22-38-37) (no 24-hour hotline) Fax: +27 11 781 0269 E-mail: christina.delarey@roche.com Website: www.diabetes.co.za www.accu-chek.co.za
Spain	Roche Diagnostics SL Av. de la Generalitat, s/n ES-08174 Sant Cugat del Vallès (Barcelona)	Phone: +34 935 834 000 24-hour hotline: 900 400 000 (pump customers) 900 210 341 Fax: +34 935 834 340 E-mail: info@accu-chek.es diagnostics.informacion@roche.com Website: www.accu-chek.es
Sweden	Roche Diagnostics Scandinavia AB Box 147 SE-161 26 Bromma	Phone: +46 (0)8-404 88 00 Toll-free phone: +46 (0)20-41 00 42 Hotline: no 24-hour hotline, but sales reps on duty Fax: +46 (0)8-98 44 42 E-mail: info@accu-chek.se bromma.info@roche.com Website: www.accu-chek.se
Switzerland	Roche Diagnostics (Schweiz) AG Diabetes Care Industriestrasse 7 CH-6343 Rotkreuz	Phone: +41 41 799 61 34 24-hour hotline: 0 800 11 00 11 Fax: +41 41 799 65 14 E-mail: diabetesservice.ch@roche.com Website: www.roche-diagnostics.ch www.swisspumpers.ch
Taiwan	Roche Diagnostics Ltd. 11F, No. 35, Min Quan E. Rd. Section 3, Taipei 104 Taiwan R.O.C.	Phone: +886 2 2505 2533 Hotline: 0800 060333 (9:00 – 12:00 am / 1:30 – 5:30pm) (no 24-hour hotline) Fax: +886 2 2502 1441 E-mail: taiwan.diagnostics@roche.com Website: http://sg.roche-diagnostics.com/RocheDiagnostics_taiwan_LT.htm www.accu-chek.com.tw
Turkey	Roche Diagnostik Sistemleri Ticaret A.S. Gazeteciler Sitesi, Matbuat Sokak No: 3 TR-34394 Esentepe – Istanbul	Phone: +90 212 213 32 80 Toll-free phone: 0-800-211 36 36 (8:30 am - 5:30 pm, weekdays) Emergency: sales rep. on duty Fax: +90 212 216 73 51 E-mail: contact@diyabetevi.com Website: www.diyabetevi.com

Country	Address	General phone/toll-free phone/hotline/fax/e-mail/website
UAE	Roche Diagnostics Regional Office GCC P.O. Box 11397 Salahudin Street, Caterpillar Building, 2 nd Entrance, 3 rd Floor Office 4-3 Dubai, UAE	Phone: +971 4 2694361 Ext. 103 Hotline: +971 4 8004992 (8:30 am - 8:30 pm) Fax: +971 4 2694351 E-mail: dina.aranki@contractors.roche.com Website: www.accu-chekarabia.com
UK	Roche Diagnostics Ltd. Roche Place Charles Avenue Burgess Hill West Sussex RH15 9RY	Phone: +44 1444 256000 Toll-free phone: Accu-Chek Insulin Pump Careline: 0800 731 2291 (UK) / 1800 882 351 (Ireland) (Mo - Fr 8:30 am - 5:30 pm) Fax: +44 1444 256205 E-mail: burgesshill.insulinpumps@roche.com Website: www.accu-chek.co.uk
USA	Disetronic Medical Systems, Inc. 11800 Exit 5 Parkway, Suite 120 Fishers, IN 46037 USA	Phone: +1 317 570 5100 Toll-free phone: 1-800 280 7801 (business hours, Mo - Fr 8 am - 5 pm) 24-hour hotline: 1-800 688 4578 (techn. support) Fax: +1 317 570 5300 E-mail: info@disetronic-usa.com Website: www.disetronic-usa.com www.accu-chek.com/us

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