

Srpski:

UPUTSTVO ZA KORISNIKE U SLUČAJU REKLAMACIJE SIBIONICS GS1 CGM SENZORA

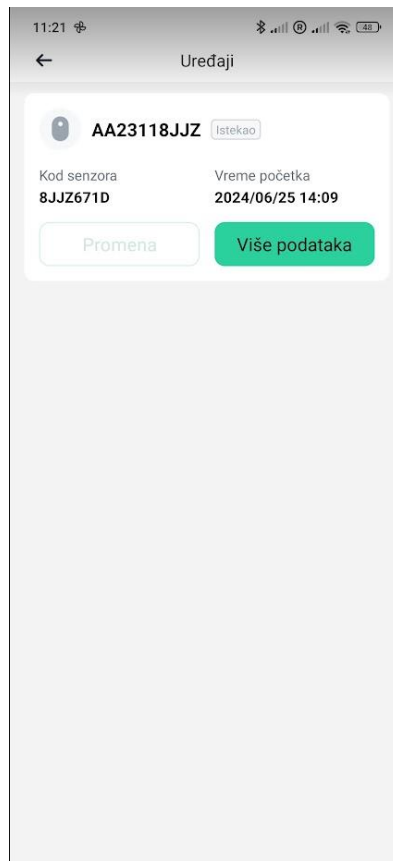
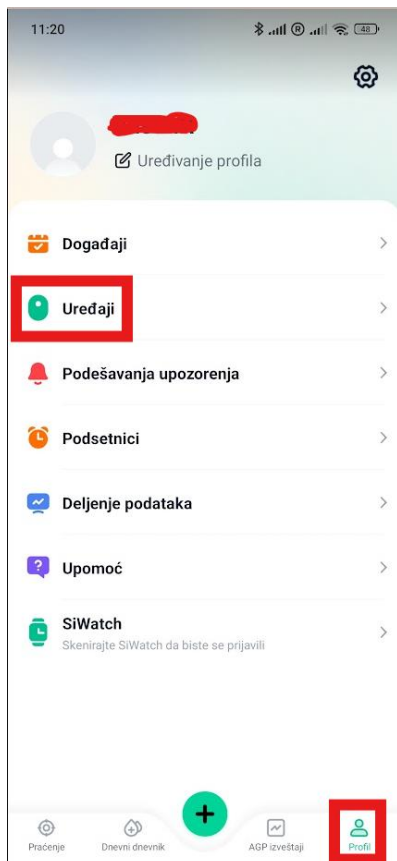
Poštovani korisnici,

Molimo vas da pažljivo pročitate ovo uputstvo za reklamaciju Sibionics GS1 senzora za kontinuirano merenje glukoze. Da bi vaša reklamacija bila uvažena, neophodno je da dostavite sledeće informacije kako bi se utvrdilo pravo činjenično stanje:

1. Snimke ekrana sa Sibionics aplikacije koji prikazuju:

a. Profil

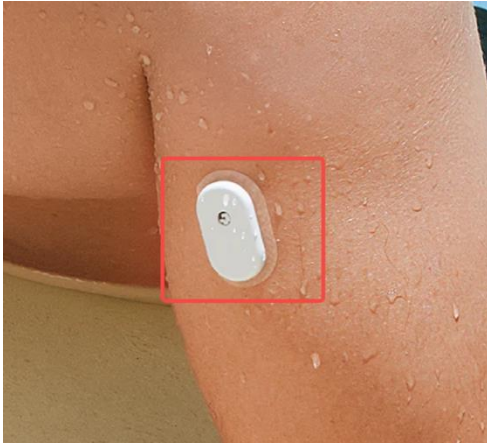
b. Uređaji



2. Fotografiju QR koda sa kutije Sibionics GS1 CGM za povezivanje senzora i telefona.



3. Ukoliko sistem prijavljuje grešku, potrebno je poslati i snimak početnog ekrana Sibionics aplikacije na kojem se jasno vidi greška koju sistem prijavljuje.
4. Jasnu fotografiju pozicije senzora na telu.



5. Jasnu fotografiju mesta gde je bio postavljen senzor nakon skidanja.

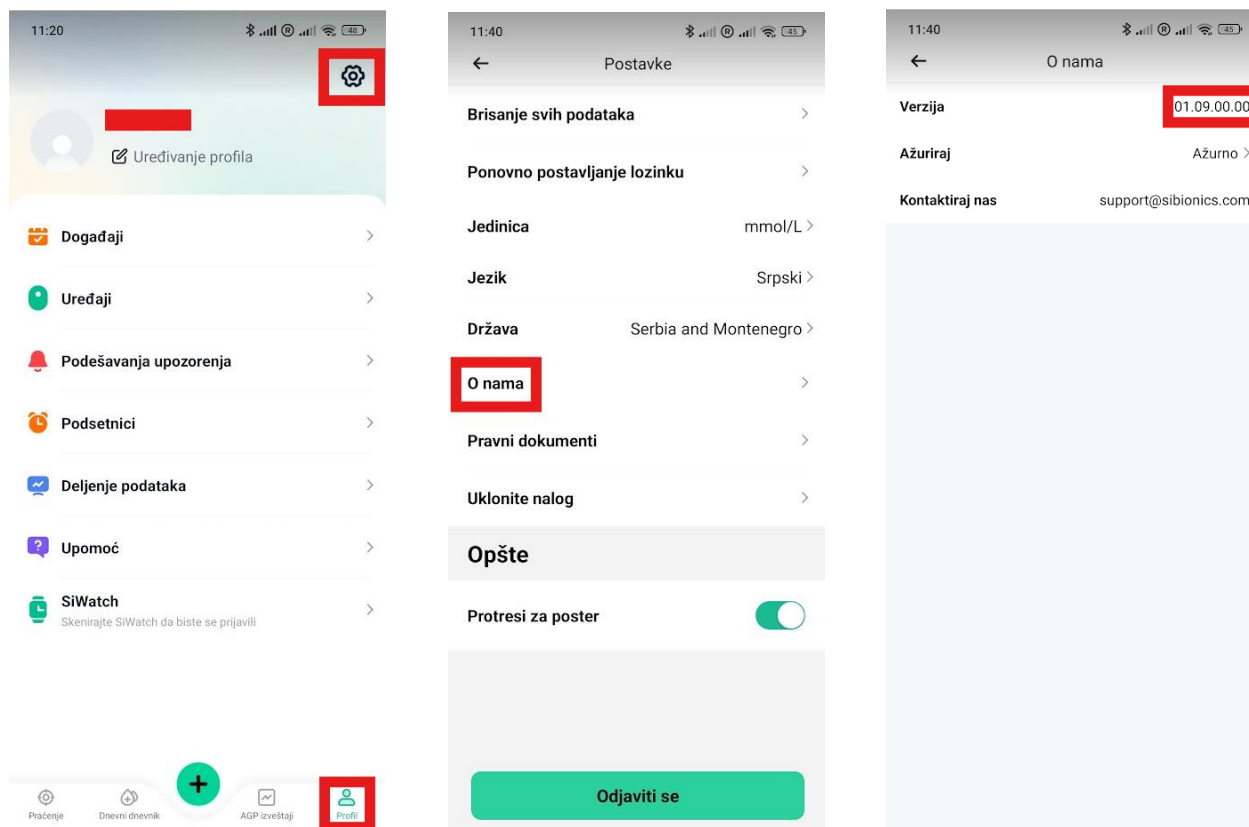


6. Jasnu fotografiju elektrode senzora nakon skidanja senzora.



7. Ukoliko se žalba odnosi na tačnost merenja senzora, potrebno je dostaviti po dve fotografije uporednih merenja sa senzora i aparata za određivanje glukoze u krvi, sa jasno vidljivim vremenom kada su merenja izvršena na senzoru i aparatu.
8. Informacije o proizvođaču i modelu mobilnog telefona, kao i verziji operativnog sistema.

9. Verziju Sibionics aplikacije koju koristite, prateći sledeće korake:



Za sva dodatna pitanja ili pomoć pri reklamaciji, slobodno kontaktirajte naš korisnički servis besplatnim pozivom na 0800/10-20-30 ili putem e-pošte na office.rs@nanomedgroup.eu.

Naš tim je tu da vam pruži podršku i osigura vaše zadovoljstvo.

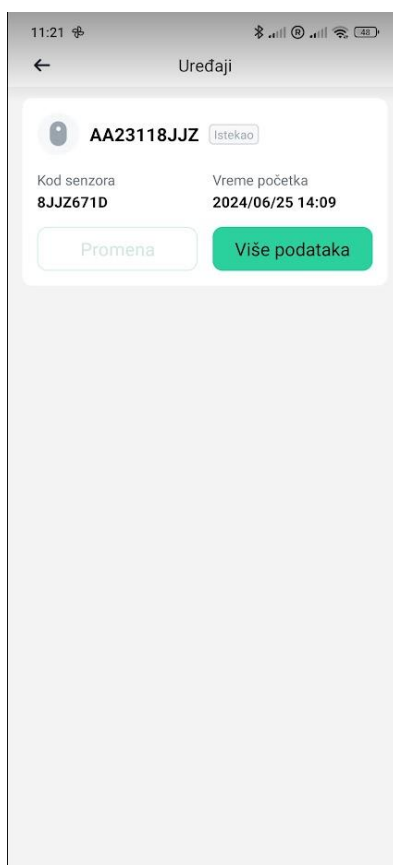
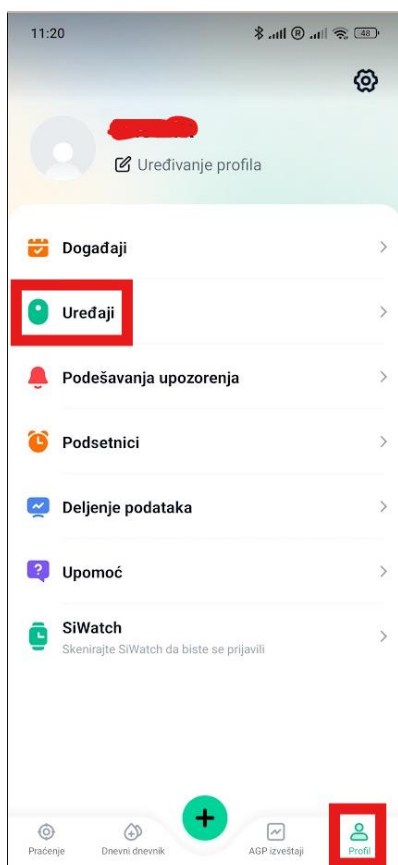
English:

INSTRUCTIONS FOR USERS IN CASE OF A WARRANTY CLAIM FOR THE SIBIONICS GS1 SENSOR

Dear Users,

Please carefully read these instructions for filing a warranty claim regarding the Sibionics GS1 Continuous Glucose Monitoring Sensor. To ensure that your warranty claim is processed, it is necessary to provide the following information to determine the factual basis of the issue:

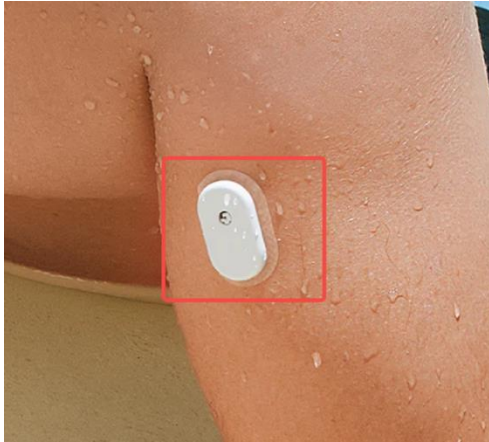
1. Screenshots from the Sibionics app showing:
 - a. Profil/Profile
 - b. Uređaji/Devices



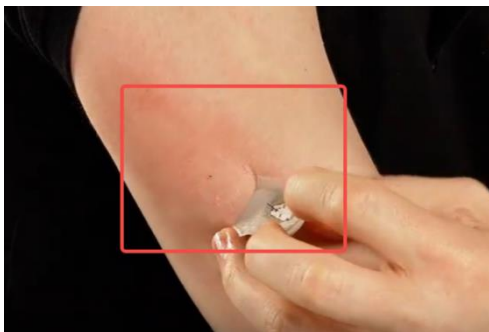
2. A photograph of the QR code from the Sibionics GS1 CGM box for connecting the sensor and phone.



3. If the system reports an error, you must also send a screenshot of the initial screen of the Sibionics app where the error reported by the system is clearly visible.
4. A clear photograph of the sensor's position on the body.



5. A clear photograph of the area where the sensor was placed after removal.

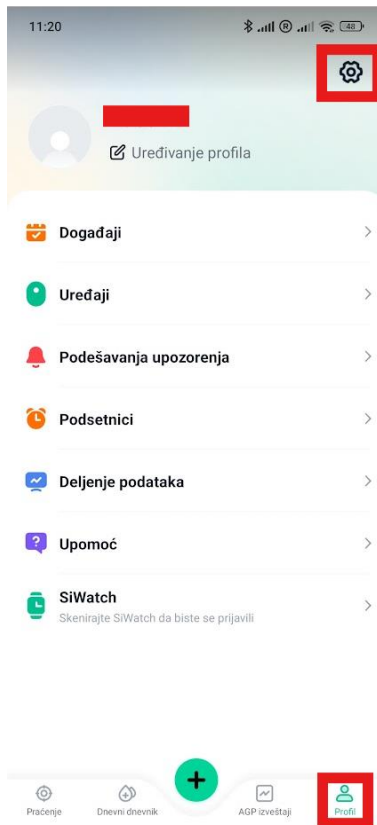


6. A clear photograph of the sensor electrode after the sensor has been removed.

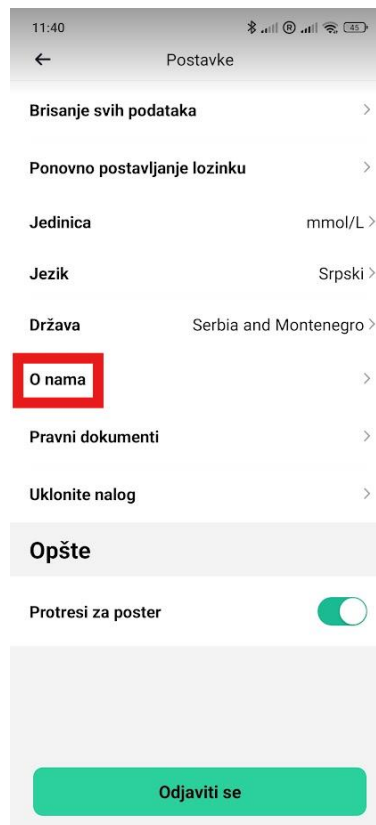


7. If the warranty claim concerns the accuracy of the sensor measurements, you need to provide two photographs of comparative measurements from the sensor and a blood glucose meter, with clearly visible timestamps indicating when the measurements were taken on both the sensor and the meter.
8. Information about the manufacturer and model of the mobile phone, as well as the operating system version.

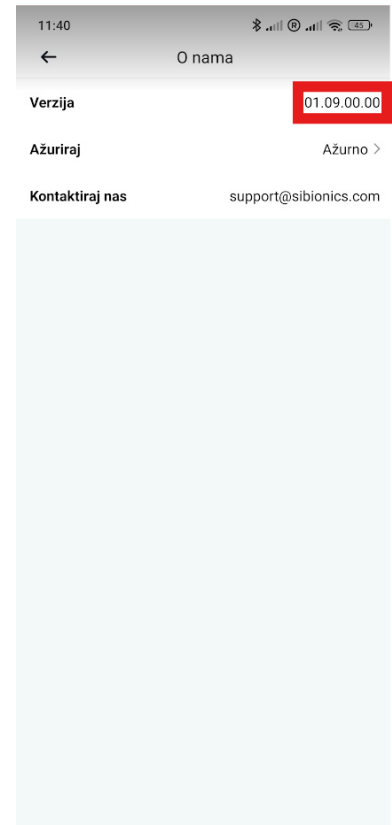
9. The version of the Sibionics app you are using, by following these steps:



Profil/Profile



O nama/About us



Verzija/Version

For any additional questions or assistance with your warranty claim, please feel free to contact our customer service by calling 0800/10-20-30 or via email at office.rs@nanomedgroup.eu.

Our team is here to provide support and ensure your satisfaction.