



November 2025

Urgent Field Safety Notice
FreeStyle Libre 3 and FreeStyle Libre 3 Plus Sensors

Reference: ADC FA1002-2025
Communication from Manufacturer

Dear Customer,

We're reaching out to you about an issue that may affect your **FreeStyle Libre 3 and FreeStyle Libre 3 Plus sensors**. This issue does not apply to any other Libre sensors, apps or readers available in the UK.

What you need to know

Abbott has recently identified that certain FreeStyle Libre 3 and FreeStyle Libre 3 Plus sensors may provide incorrect low glucose readings.

Potential harm

If undetected, incorrect low glucose readings over an extended period may lead to wrong treatment decisions for people living with diabetes, such as excessive carbohydrate intake or skipping or delaying insulin doses. These decisions may pose serious health risks, including potential injury or death, or other less serious complications.

Actions to be taken

This issue affects only a subset of FreeStyle Libre 3 and FreeStyle Libre 3 Plus sensors. To determine if your current sensor or any unused sensor(s) are potentially affected, please visit www.FreeStyleCheck.com and select "CONFIRM SENSOR SERIAL NUMBER." You will need to locate your sensor serial number to determine if your sensor is potentially affected.

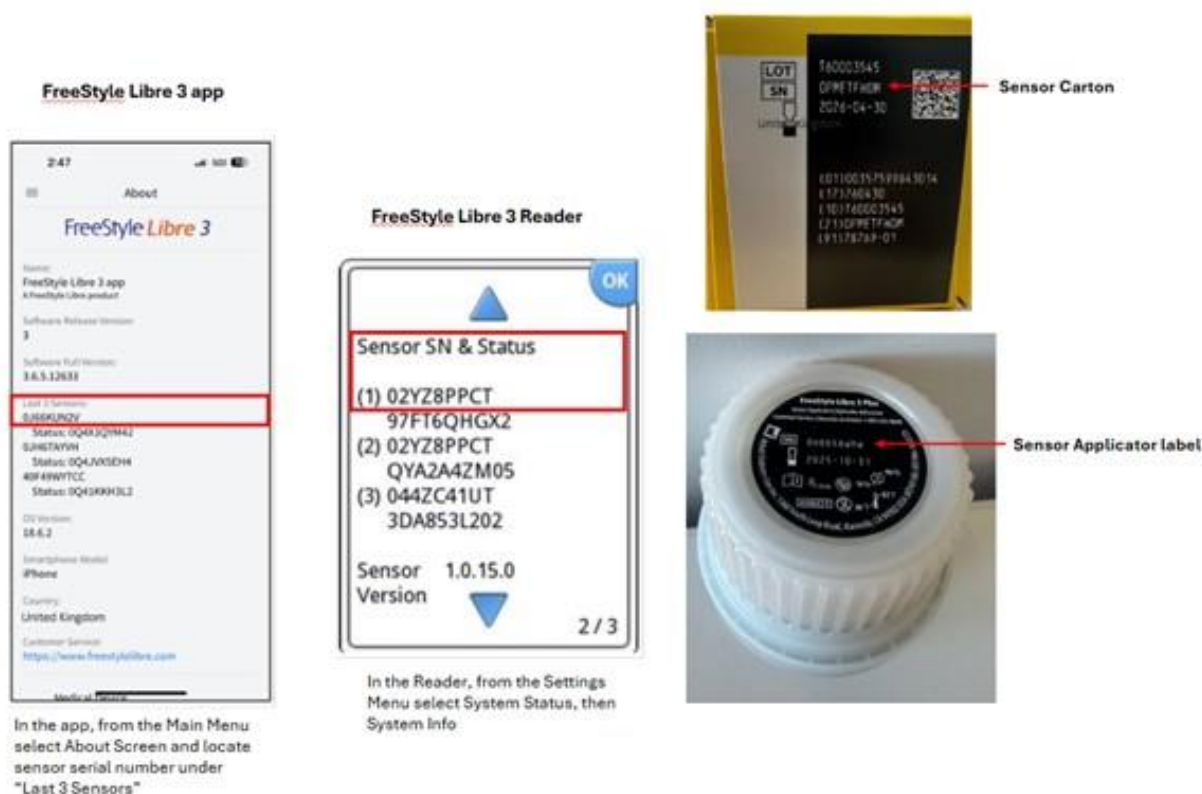
If you are currently wearing or have a FreeStyle Libre 3 or FreeStyle Libre 3 Plus sensor that has been confirmed as potentially affected on www.FreeStyleCheck.com or by a customer service representative, immediately discontinue use and dispose of the affected sensor(s).

You can request a replacement for any potentially affected sensor(s) on www.FreeStyleCheck.com. Select "CONFIRM SENSOR SERIAL NUMBER" and enter a valid serial number. If your sensor is potentially impacted, you will be instructed to enter your contact information so a replacement product can be sent to you at no cost.

Use a blood glucose meter or the built-in meter in your FreeStyle Libre 3 Reader to make treatment decisions when your sensor readings don't match your symptoms or expectations.

How to locate the sensor serial number

If you are wearing a FreeStyle Libre 3 and FreeStyle Libre 3 Plus sensor, you can find the serial number in the app or reader. The serial number can also be found on the label on the bottom of the sensor applicator or carton. (If you are using a sensor with a connected insulin delivery device, please refer to the connected insulin delivery device user manual on how to locate the sensor serial number.)



We have notified the Medicines and Healthcare products Regulatory Agency (MHRA).

If you have additional questions or need to report any adverse reactions or quality problems experienced with the use of FreeStyle Libre 3 or FreeStyle Libre 3 Plus sensors, please call Abbott Customer Service on 0800 170 11 77 Mon - Fri (8.00 - 20.00) and Sat, Sun & Bank Holidays (9.00 - 17.00).

Thank you for your attention to this urgent field safety notice. We sincerely apologise for any inconvenience this may have caused.

Sincerely,
Abbott

©2025 Abbott. The sensor housing, FreeStyle Libre and related brand marks are marks of Abbott.

Registered Number: 329102 England.

Registered Office: Abbott House, Vanwall Business Park, Vanwall Road, Maidenhead, Berkshire, SL6 4XE

ADC-123633 v1.0 11/2025