

t:slim X2™ Software Update Form

This form is for a free of charge software update for the t:slim X2 insulin pump for eligible customers. You may request to update to the latest version of either Basal-IQ™ technology OR Control-IQ™ technology.

CUSTOMER DETAILS - ALL THE FIELDS BELOW ARE REQUIRED

Customer Full Name:	Date of Birth (DD/MM/YYYY):	
Phone:	Address: Street Address:	Suburb:
Email:		
Parent/Guardian Name (if applicable):	State:	Postcode:
Current Pump Serial Number to be Updated:	Customer Signature:	
Software Update Required: ☐ Basal-IQ Technology ☐ Control-IQ Technology		
☐ I am aware that the Tandem t:slim X2 with Basal-IQ/Control-IQ software update is not reversible		
☐ I am aware that it may take up to 4 weeks to receive my Update ID after submitting this form		
☐ I declare that the information I have provided above is true and correct		
☐ I am aware that my pump can only be updated while it is in warranty		

HOSPITAL/CLINIC CONTACT DETAILS - ALL THE FIELDS BELOW ARE REQUIRED

Diabetes Educator Name:	Clinic Address: Street Address:		Suburb:
Hospital/Clinic Name:			
Phone:			
Email:	State:	Postcode:	
☐ I confirm the patient's health record contains supporting documentation, which substantiates the clinical use of the Tandem insulin pump with Basal-IQ/Control-IQ technology. I understand the indications for use, and associated warnings and precautions of the Tandem insulin pump system.		Healthcare Professional Signature:	

Please email completed form to au.enquiries@dexcom.com. Processing of this update may take up to 4 weeks to complete from receipt of all required documentation.

1300 851 056
au.enquiries@dexcom.com

amsldiabetes.com.au

ALWAYS READ THE LABEL AND FOLLOW THE DIRECTIONS FOR USE. Read the warnings available on amsldiabetes.com.au/resources before purchasing. Consult your healthcare professional to see which product is right for you.

Eligible customers will be notified by email. To confirm your eligibility status, please email diabetes@amsl.com.au. By making a purchase with AMSL Diabetes you agree to the Terms & Conditions of sale and Privacy Policy listed at amsldiabetes.com.au. Insulin Pumps are medical aid devices intended for use by patients requiring insulin infusion. Insulin Pumps are not a substitute for, and should not replace, regular communication and training between the patient and the diabetes healthcare team. Dexcom G6 CGM consumables are sold separately. Details of the Tandem warranty policy can be found on the AMSL Diabetes website at amsldiabetes.com.au. Patient compliance is required for correct pump functionality. It is the patient's responsibility to seek clinical advice from their healthcare professional when necessary and to use the device as per usage instructions and warranty conditions. In agreement with the Privacy Act 1988 (Cth), patient records will be maintained in accordance with the National Privacy Principles. The healthcare team, its employees and agents assigns indemnity to Australasian Medical & Scientific Limited from and against all claims of whatsoever nature (to the maximum extent permitted by law) relating (whether directly or indirectly) to the cost of the Insulin Pump. AMSL is a Dexcom company. PR-100-829 April 2025