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Subject: Temporary BodyComm™ 3.3 Unavailability – Pump Safety and Servicing Options

Dear Valued Customer,

Thank you for reaching out and sharing your concerns regarding the potential upcoming temporary unavailability of BodyComm™ 3.3.

We want to reassure you that **the pumps remain fully safe to use**. BodyComm™ 3.3 is an **optional utility tool** designed to support servicing workflows—it is not required for the safe operation of the pumps. Starting **15 October**, BodyComm™ 3.3 may be temporarily unavailable due to the **end of support for Windows 10** and the transition to **Windows 11**. To ensure continued compatibility, we are preparing to release a **new cable** that will enable BodyComm™ 3.3 to communicate seamlessly with Windows 11. This cable is expected to be available by the **end of October**, and no later than **end of November**.

In the meantime, you have the following options for servicing:

- If you wish to use BodyComm, we recommend **servicing pumps that are approaching their service due date** before 15 October.
- **Manual servicing remains available**, although it may be more time-consuming.
- You may also choose to wait for the new cable release, as it is only a matter of weeks away.

We appreciate your understanding and are here to support you in planning the best approach for your operations. Please don't hesitate to reach out with any questions or if you need assistance.

Sincerely,

[Chloé Pacquier](#)

Global Marketing Manager

WW IPD – Ambulatory Infusion Systems

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