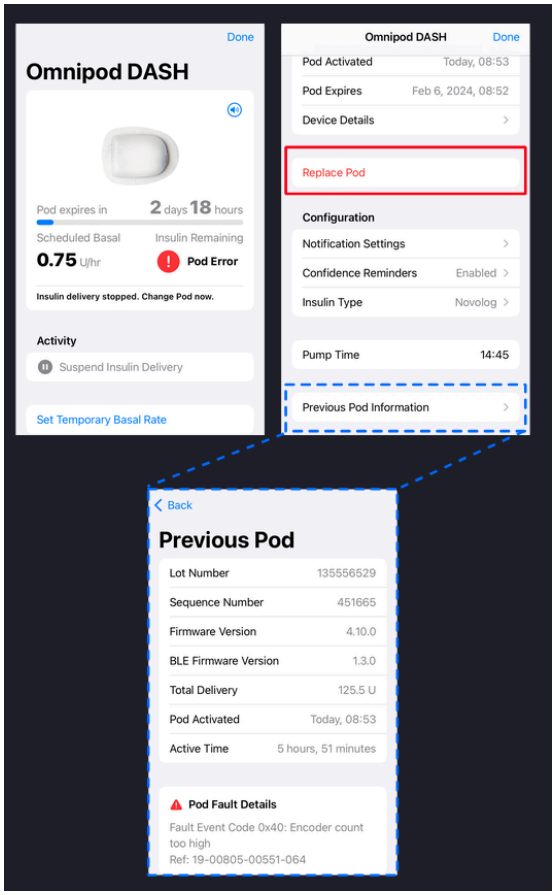
Omnipod errors including the 203 fault

What to Do if Your Omnipod Fails While Using Loop:
When an Omnipod fails while you are using Loop, this does **not necessarily mean the failure was caused by Loop**. Pod failures can happen for many reasons. Please still report pod failures to Insulet/Omnipod customer support by phone or through the online reporting portal. This helps document the issue and may allow you to receive a replacement pod.

Because Loop is not an Insulet-supported system, Insulet may decline to replace the pod if you mention that you are not using the PDM. Do not mention that you are on Loop. Insulet support will not be able to determine that you are pairing to your phone instead of the PDM.

When reporting a pod failure, focus on the pod issue itself, including what happened, when it happened, and any alarm or error code.



Finding the Pod Error Code in Loop:
To find the previous pod error details in the Loop app:

1. **Loop app → Pod Settings** (top-right corner)
2. **Previous Pod Details**

You can provide this error code when reporting the pod failure to Omnipod.

General Pump Failure Safety:
When a pod failure occurs, if you have not been getting continuous insulin delivery for some time, it is important to assess for ketones and go into Sick Day Management. Here are the related handouts:

- Loop Pump Failure - How to treat pump failures and potential DKA
- Loop Safety Kit - Preparation for pump failures and travel
- Sick Day Management Video

The 203 fault

We have recently seen more reports of **Omnipod DASH Pod Fault 203**. Based on current reports from the Loop community, this appears to be an Omnipod/DASH **pod issue, not a Loop software issue.** We have had patients using just the PDM without Loop who have the same frequent failure as well. For a technical breakdown on the cause click here.

For most Pod Fault 203 messages, please treat this as a pod failure: replace the pod, monitor glucose closely, follow your backup insulin plan if needed, and report the pod failure to Insulet/Omnipod.

Please see this handout for what to do and how to find the pod error code in Loop **in order to get your pods replaced**: https://bit.ly/LoopOPError

There is one related exception: if you are using an iPhone 16 with an Atlas/InPlay DASH pod, there is a known Bluetooth reconnection issue that can affect communication between the phone and pod. Please see this handout for the issue: https://bit.ly/LoopAtlas