



ROSEWAY
— LABS —

Mounjaro® KwikPen Troubleshooting Guide

This guide explains common Mounjaro® KwikPen issues, the steps to try before contacting the manufacturer, and when to stop troubleshooting and seek further help. Always follow the *Instructions for Use* supplied with your pen, and contact Eli Lilly if the pen appears damaged, cannot be primed, or still does not work after the steps below.

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1. Important Reminders

Before troubleshooting, please make sure you are following these key steps:

- Use a new needle for every injection.
- Remove the needle after each injection.
- Hold the injection button down until the dose window returns to "0", then continue holding for 10 seconds.
- Prime the pen according to the manufacturer's Instructions for Use before use.
- **Never force the dose knob or injection button.**
- **Do not use the pen without a needle attached.**
- **Do not attempt to repair a damaged pen.**

2. Dose Button Is Difficult to Press

Possible Causes

- Blocked needle
- Pressure build-up inside the cartridge
- Bent, damaged, or broken needle
- Dust or debris affecting the mechanism

What to Do

1. Remove the needle.
2. Check the outside of the pen for dust or debris and clean if necessary.
3. Attach a new needle.
4. Ensure the needle is fitted correctly.
5. Turn the dose selector back to "0".
6. Gently press the injection button.
7. Prime the pen according to the Instructions for Use.
8. Retry the injection using gentle pressure.

Important

Do not force the injection button. Forcing the mechanism may damage the pen.

Do not press the injection button when no needle is attached. This can increase pressure inside the cartridge, cause the red seal (septum) to bulge, and may result in medication wastage when a needle is later attached.

3. Dose Selector Is Difficult to Turn

Possible Causes

- Pressure build-up inside the cartridge
- Incorrectly fitted needle
- Mechanical obstruction
- Debris around the mechanism

What to Do

1. Check for any debris around the mechanism.
2. Slowly return the dose selector to "0".
3. Attach a new needle.
4. Re-prime the pen.
5. Try dialling the dose again.

4. No Medication Appears During Priming

What to Do

1. Attach a new needle.
2. Ensure the needle is fitted correctly.
3. Prime the pen according to the manufacturer's instructions.
4. Repeat the priming process if necessary (up to two additional attempts).

If no medication appears after the recommended priming attempts, do not keep priming. Use a new needle and follow the Instructions for Use. If the pen still does not prime, contact Eli Lilly for advice before attempting another injection.

5. Unable to Administer the Final Dose

Mounjaro® KwikPens contain extra solution to allow for priming before each injection. It is normal to see a small amount of medication remaining in the pen after all four doses have been administered. To help avoid medicine wastage, do not over-prime the pen.

Check the Following

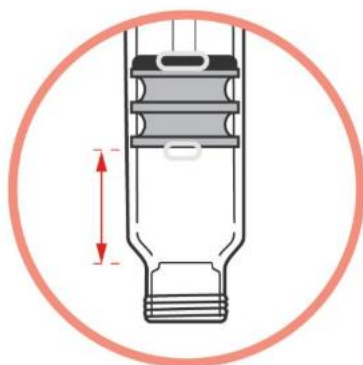
- Have all four doses already been administered?
- Has the pen been in use for more than 30 days?
- Is the needle attached correctly?

How to Confirm All Four Doses Have Been Delivered

You can confirm that all four doses have been administered by checking the position of the plunger inside the cartridge. Refer to the image below:

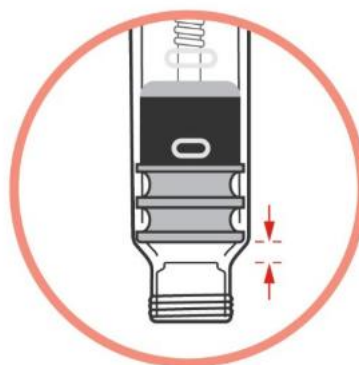
FOLLOWING COMPLETION OF 4 FIXED DOSES

Approximate plunger position after delivery of 4th dose



Leftover medicine (not a dose)

**Initial TZP
(tirzepatide) KwikPen**



Leftover medicine (not a dose)

**Modified TZP
(tirzepatide) KwikPen**

Please note: A small amount of medication may remain visible in the pen after the fourth dose is delivered. This is normal and does not mean another full dose is available. **Do not** attempt to force an additional dose from the pen or extract medication from the cartridge.

6. Pen Not Working

If the pen is still not working after following the troubleshooting steps, contact the manufacturer for investigation and advice about a replacement.

7. Still Having Issues?

If these steps do not help you, please check the official troubleshooting guide from the manufacturer.

If you need to ask a medical information question, report an adverse event or product complaint, or make another enquiry, please contact Eli Lilly using the details below:

<https://medical.lilly.com/uk/products/answers/troubleshooting-common-mounjaro-tirzepatide-kwikpen-questions-237208>

Or directly contact the manufacturer's care team

[Contact us | Eli Lilly and Company](#)

ukmedinfo@lilly.com

[01256 315 000](tel:01256315000)

(Available Mon-Fri, 10am-4pm, excluding Bank Holidays)

Important: Please do not throw away the pen unless you have been instructed to do so.