



Frequently Asked Questions

If you are experiencing any sort of unusual eye discomfort or changes in your vision, please call your Eye Care Professional immediately.

Unless a specific lens is mentioned, such as 1•DAY ACUVUE®, ACUVUE® Brand Contact Lenses refers to any of the ACUVUE® family of lenses.

Lens Care

1. [Can I use eye drops with my ACUVUE® lenses?](#)

Yes, but you should use eye drops specifically recommended for use with soft hydrophilic (water-loving) contact lenses. Check with your Eye Care Professional, or the eye drop manufacturer, for additional information. You should always check with your Eye Care Professional when changing drops, as mixing even approved solutions can occasionally cause problems.

2. [How should I clean my ACUVUE® lenses?](#)

We recommend that only multipurpose or peroxide-based solutions designed for soft-contact lenses be used with our products for cleaning and disinfection. We do not recommend heat disinfection. Check with your Eye Care Professional for recommended lens care products. 1•DAY ACUVUE® Brand Contact Lenses do not require cleaning when worn for a single day. Simply throw out the old lens and replace it with a fresh lens.

3. [I left my contact lenses in the car—and I think they may have gotten very hot. Is it safe to still wear my lenses?](#)

As long as the lens is still snugly sealed in its foil package with no leakage of any solution, and the lens remains in its hydrated state within the sterile package, it is safe to use.

4. [What is the solution that ACUVUE® Brand Contact Lenses are packed in?](#)

ACUVUE® lenses are packaged in a buffered, non-preserved sterile saline solution (a sterile solution of salt water very similar to the tears in your eyes).

5. [It feels like my lens is "lost" in my eye. What should I do?](#)

The lens cannot get lost behind your eye, so relax. The lens should work itself around to where you can see it by itself. Then, after washing your hands with soap and water, remove the lens. If the lens does not work itself around, try putting some rewetting drops or a few drops of saline solution into your eye and look way up, down and side to side to attempt to move the lens. You can also close your eyes and GENTLY move your finger over your lids around the socket of the eye to reposition the lens where you can see it. This may help the lens work to where you can see it. If the lens does not work itself around within 10 minutes, or you are experiencing extreme discomfort, call your Eye Care Professional.

6. [A friend of mine puts her contact lens in her mouth to rewet it. Is this a good idea?](#)

NO! The mouth is not a sterile environment. If you need to rewet your lenses, we recommend using contact lens rewetting drops (available where you buy your cleaning solutions) or sterile saline solution. Your Eye Care Professional can recommend the best product for you and your lenses.

Recommended Wearing

1. I've had LASIK or another form of refractive surgery, can I wear ACUVUE® Brand Contact Lenses?

You may be able to, but only your Eye Care Professional can tell for sure. Be sure to discuss this with him or her at your next appointment. If your doctor feels that contact lenses are still an option, we feel that original ACUVUE® is the best choice for people who've undergone refractive surgery. If you need help in finding an Eye Care Professional that fits ACUVUE®, you can find one by visiting <http://direct.where2getit.com/vistakon>.
2. According to the expiration date on my package of lenses, they have expired. Should I wear them?

We do not recommend that ACUVUE® lenses be used past the expiration date printed on the package.
3. What is the difference between disposable and frequent replacement wear?

Disposable wear means single use of the product and does not normally involve use of lens care solutions. Examples of this include when the lens is thrown away every day, or is thrown away every time it is removed if recommended for overnight wear (up to 6 nights/7 days). Frequent replacement includes product reuse, disinfection, and planned replacement. The lens is cleaned and disinfected each time it is removed from the eye. The lens may be worn for Daily Wear or Extended Wear (1-7 days/6 nights). Check with your Eye Care Professional for the wear schedule that is appropriate for you.
4. I've forgotten to take out my lenses according to my doctor's prescribed wearing schedule. What should I do now?

Remove your current lenses immediately and replace them with a fresh pair. If you have run out of lenses, call your Eye Care Professional to reorder lenses. If for some reason, your Eye Care Professional does not have your prescription in stock, s/he may be able to give you one pair of ACUVUE® diagnostic lenses to hold you over until your prescription is ready. If your lenses are causing irritation please contact your Eye Care Professional immediately, and follow their advice.
5. A friend of mine has never worn contact lenses and would like to try mine on. Is this O.K.?

What if I disinfect the lens before and after she tries it? Your contact lenses are a medical device that have been specially fit by your Eye Care Professional for your unique vision needs and the unique shape of your eye. We do not recommend you share your lenses with your friend, because your lenses have not been fit for your friend's eyes. Instead, tell your friend to ask her Eye Care Professional about ACUVUE® Brand Contact Lenses. If contact lenses are right for her, her ECP will be glad to fit her with a free trial pair
(<http://www.acuvue.com/JNJContent/consumer/jsp/Certificate/FreeTrialCertificate.jsp>) of ACUVUE® Brand Contact Lenses which are right for her
(<http://www.acuvue.com/JNJContent/consumer/jsp/WhichProduct/WhichProduct.jsp>).

Product Rebates and Promotions

1. What is a box top?

Here are some examples of box tops:



2. How do I check on the status of my rebate check?

The approximate processing time for rebates is 4-6 weeks. If it has been longer than 6 weeks, you may contact our Product Fulfillment Center at 1-888-565-8474 to check the status of your rebate.

3. Do I need to send in my original receipt with the rebate certificate?

If the mail in certificate does not request original receipts, then a copy is sufficient.

4. I registered for the Settlement Benefit Package but haven't received it. What do I do?

It may take several weeks to receive your benefit package. You may call 800-327-3664 or send an e-mail to

jjsettlemntquestion@gardencitygroup.com.

Please include your full name along with your address. You should receive a response to your inquiry within two business days.

5. Can I send in more than one product rebate for the same purchase?

No. Please see terms and conditions on the back of the mail in certificate.

6. How can I find out about rebates or promotional offers?

You can check out current rebate offers on our website www.acuvue.com

Types of Contact Lenses

1. What is a soft contact lens?

A soft contact lens is a medical device made from a family of plastics called hydrogels. Hydrogels usually contain from 35% to 75% water. As a result, soft contact lenses are wet, pliable, and transmit oxygen to the cornea. At less than 0.1 mm microns thick, an ACUVUE® Brand Contact Lens is thinner than a human hair. The lens floats on the tear film of the front of the eye-working much like a spectacle lens to bend light and redirect it towards the back of your eye.

2. What are ACUVUE® Brand **TORIC** lenses?

ACUVUE® Brand TORIC lenses are soft contact lenses designed for people with astigmatism. In the past, it was nearly impossible for people with moderate to severe astigmatism to wear contact lenses, but innovations in the contact lens field have changed this.

3. What is Astigmatism?

Approximately 2/3 of people who need vision correction have some degree of astigmatism. With astigmatism, light rays entering the eye focus in two different locations, requiring a more complex lens for correction to see clearly. This can result in a difference in clarity for vertical lines compared to horizontal lines, for example. Spherical lenses (those not made to correct astigmatism) can only partially correct astigmatism, so ask your Eye Care Professional about ACUVUE® Brand TORIC Contact Lenses which are specially designed to correct astigmatism.

4. What are ACUVUE® Brand **BIFOCAL** Contact Lenses?

ACUVUE® BIFOCAL lenses are contact lenses designed for people with presbyopia (the need for reading glasses). The lenses are designed with specific areas for distance and near viewing, arranged to allow good vision under a variety of lighting conditions.

5. I was fit for monovision (one eye is fit with a lens for distance, the other eye with a lens for close-up) for presbyopia a few years back. Should I switch to ACUVUE® **BIFOCAL**?

Recent studies indicate that people who have successfully worn monovision contact lenses are often even happier when re-fitted with ACUVUE® BIFOCAL lenses. Ask your Eye Care Professional for a free trial pair of ACUVUE® Brand BIFOCAL Contact Lenses.

6. What does DK value mean?

Dk is the rate the oxygen can flow through the lens. Dk/t determines how much oxygen gets through a lens of a particular thickness, "t".

Buying Contact Lenses

1. Can I buy ACUVUE® Brand Contact Lenses online at www.acuvue.com?

A lot of people find that filling their contact lens prescription on the net saves both time and money. Unfortunately, it can also put your eye health at risk. How? There are two main problems:

Some Internet-based contact lens sellers honor expired prescriptions—which means that you, the consumer, can end up with lenses that were fitted for your visual ability a few years ago—and don't meet your current visual needs. If your prescription is old or expired, it's safe to assume that you haven't been to the eye doctor in the past year. Not getting regular eye exams can put your eyes at risk. In addition, a thorough eye examination can detect more than just vision related problems. Contact lens wearers, especially those who are not very compliant with regards to changing their lenses, are at risk for contact lens related problems. For more on eye health please visit <http://www.acuvue.com/AdvisorBrochure.pdf>.

1) Filling your prescription online may keep you from going back to your eye doctor for a check-up of your new lenses. This is much more critical for new lens wearers. Regardless of how long you've been wearing contact lenses, you should be under the care of your Eye Care Professional. In addition, please contact your ECP immediately if you feel any unusual discomfort or note any changes in your vision.

2) While we at Johnson & Johnson Vision Care will not sell lenses directly to the consumer—as we do not feel it is best for your eyes and your health—we would be glad to help you find an Eye Care Professional that fits ACUVUE® in your area. Just visit <http://direct.where2getit.com/vistakon>.

2. Why do I need a prescription for contact lenses?

Why can't I just buy them over-the-counter? Contact lenses are a medical device which require a prescription. Just as people's feet come in different lengths and widths, people's eyes come in slightly different shapes as well, and many of the changes which can occur to your vision, eye health and general health over time can only be detected using highly specialized equipment and procedures. Only an eye care professional can properly measure your need for correction as well as determining which size and type of contact lens is best for you. To keep your vision sharp and your eyes and body healthy, we recommend seeing your Eye Care Professional annually or as directed.

© JJVCI 1996-2002