

# Frequently Asked Questions and Solutions

## A Guide to Troubleshooting Your TRUEtrack® Meter



### Getting the Results You Want

Your TRUEtrack® Blood Glucose Meter is designed to function accurately and reliably for years with proper care and operation. However, sometimes a situation will arise that requires simple troubleshooting, and this reference guide will assist you in finding a solution.

### The Four-Step Check for Finding a Solution

Performing these 4 simple steps will help you quickly troubleshoot any meter and/or test strip issues.

#### 1 Verify control solution

- Check expiration dates - both when opened (written) and pre-printed on vial label.
- Make sure you use a vial of control solution within 3 months of opening.
- Make sure control solution is stored and used at room temperature (See Owner's Booklet).

#### 2 Verify accuracy of test strips

- Use control solution to perform an accuracy test.
- Results should be within range for corresponding level of control solution used—level 0, 1 or 2; (control ranges are printed on the test strip vial labels) if they are not, consult your Owner's Booklet.

#### 3 Verify test strip integrity

- Check expiration dates - both when opened (written) and pre-printed on vial label.

- Remove one test strip from the vial.
- Test strips must be used within 120 days of opening.
- Use test strip immediately or quickly after removing from vial. Prolonged exposure to environmental conditions may affect test results.
- Always close test strip vial immediately after removing a strip.

#### 4 Verify storage conditions of meter and strips

- Keep meter and strips in a cool, dry place. See Owner's Booklet for correct temperature range for meter and test strips.
- Prolonged exposure to extreme temperature and humidity may affect results.
- Do not refrigerate or freeze test strips or control solution.
- Never store strips outside of the vial.
- Never move strips from one vial to another.

## Question

### Why doesn't my meter turn on?

#### Solution

- Make sure test strip is properly inserted (figure 1).
- Press "S" button to verify manual turn on. If Meter will not turn on, check the battery to make sure it is installed properly or replace the battery.
- Replace battery with a 3-volt lithium battery CR 2032 or the equivalent.
- Make sure battery is inserted properly with + symbol facing up at you before you close the battery cover (figure 2).



Figure 1



Figure 2

## Question

### Why doesn't my meter result match another meter?

#### Solution

- Make sure that code chip number matches the number on the test strip vial label (figure 3).
- Never compare one meter to another because meter results should only be compared to results from laboratory test.
- Realize that meter-to-meter comparisons may vary due to different manufacturing processes.
- Confirm the accuracy of your meter and test strips by performing a control solution test.
- Have your doctor check your blood glucose levels using laboratory equipment, and compare results to your meter results.
- When comparing your meter result to a laboratory result, the difference should not exceed 20% if specific conditions are met (i.e. sample is from fingerstick, patient has fasted, is not dehydrated and has a normal red blood cell count). See test strip insert for all limitations of use. Discuss how to compare your results with your diabetes healthcare professional.

If you have any questions using your TRUEtrack® System, please call our Customer Care Department at 1-800-803-6025.

## Question

### At times, why do my meter results seem too high or too low?

#### Solution

- Make sure the code chip is inserted properly; you should hear a "snap".
- Make sure that the code chip number matches the number on the test strip vial label (figure 3).
- Perform the Four-Step Check (see reverse side).
- If any step does not produce acceptable results, call Customer Care for assistance at 1-800-803-6025.
- If illness may be affecting your blood glucose readings, consult your healthcare provider for sick-day management recommendations.

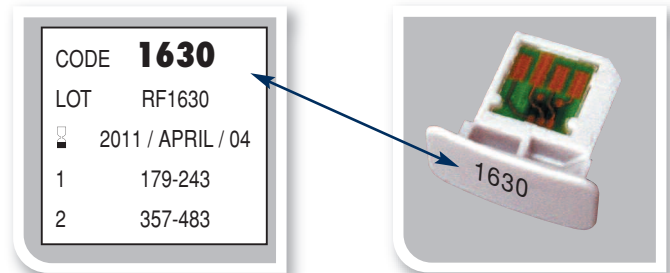


Figure 3

## Question

### Why does my meter give an E-2 reading?

#### Solution

- This means not enough sample was applied to the strip or sample not detected.
  - Re-test to make sure there is enough sample and that you're filling the test strip properly.
  - With Test Strip still in Meter, touch edge of sample tip to blood drop and allow blood to be drawn into strip. Remove Test Strip sample tip from Sample drop immediately after the meter beeps and starts to countdown on meter display.
- CAUTION! Holding the Test Strip sample tip to the blood sample too long after the meter begins testing may cause inaccurate results.**
- One microliter of sample is required.



## Question

### Why does my meter give an E-3 reading?

#### Solution

- This means that the test strip has been used or that it has remained out of the vial too long.
- Perform the Four-Step Check (see reverse side).