

TRUE METRIX® Blood Glucose Monitoring System Troubleshooting Steps



Meter Displays E-3: Used Test Strip, Test Strip Outside of Vial Too Long

The system is designed to display an E-3 error message if the meter detects the test strips are compromised. E-3 message is a safety feature to alert you that the test strip may be used, or the test strip may have been left outside of vial too long or the test sample may have been applied on top of the test strip. The meter is designed to trigger this alert instead of giving inaccurate readings.

Compromised test strip can be caused by:

- Test strip vial left opened for an extended period
- Transferring the test strips from the original container
- Applying the sample to the test strip before inserting it into the meter
- Applying the sample on top of the test strip
- Reusing test strips

Testing Technique

1. Gather all testing supplies: meter, test strips, lancing device, lancet, and control solution
2. Wash hands with soap and warm water, dry thoroughly, and remove a test strip from the vial
3. Perform a control test if control solution is available, otherwise perform a blood test
4. Setup the lancing device and select the appropriate depth
5. Insert a test strip in the meter's test port with the contact blocks facing up and wait for the blood drop icon to appear on the screen
6. Lance the finger and wait for a sufficient blood drop to form on the finger. **Warning:** if unable to get enough blood, hold hands below the waist level and rub hands briskly together to promote blood flow prior to the fingerstick
7. With the test strip still in the meter, touch sample tip of test strip to the top of the blood drop and allow blood to be drawn up into the test strip. **Warning:** make sure the tip of the test strip does not touch the skin, make sure not to sweep the blood drop off the finger.
8. Remove test strip from blood drop immediately after the meter beeps and dashes appear across the display
9. After 4 seconds, the meter will display a result or trigger an error
10. If an error occurs, discard the test strip, and repeat the blood test with a new test strip and a different finger
11. If error occurs again on the second test of the same test strip vial, use a new vial of test strips (if available) to perform another blood test
12. If a result is obtained the issue is resolved
13. If the meter still displays E-3, call customer care at 1-800-803-6025