

TRUE METRIX® Blood Glucose Monitoring System Troubleshooting Steps



Meter Displays E-5: Test Strip Error, or Very High Blood Glucose Result (higher than 600 mg/dL)

The system is designed to display an E-5 error message if the meter detects the test strips issues or blood glucose result (higher than 600 mg/dL). E-5 message is a safety feature to alert customers that there may potentially be issues with the test strip or the blood glucose result being detected by the meter is higher than 600mg/dL. The meter is designed to display this alert instead of giving inaccurate readings.

Issues with the test strips or high blood glucose result can be caused by:

- Dipping the test strip into the test sample multiple times.
- Leaving the test strip in the sample for an extended period.
- Prematurely removing the test strip from the sample.
- Your Blood glucose is higher than 600mg/dL.
- Inserting the wrong end of the test strip into the meter.
- If you have hyperglycemic symptoms, contact your Doctor or Healthcare Professional's.
- E-5 error message can be associated with blood glucose results > 600mg/dL.
- Symptoms of hyperglycemia may include but are not limited to, shaky or dizzy, blurred vision, extreme thirst, weak, frequent urination and/or unexplained weight loss.

Proper Storage and Handling of Test Strip

Verify the following:

- Test strips are not expired (if expired, immediately discard product).
- Test strips have not been opened past 4 months (discard test strips past the open vial dating)
- Test strips have not been stored improperly (e.g., not in car, hot places, cold places, the kitchen, the bathroom, etc.).
- Test strips have not been subjected to flooded areas, direct sunlight, or extended power outage
- Test strip vial cap is always replaced immediately after each test strip is remove
- Test strips have not been transferred from their original vial into another vial, zip-sealed bag or in the meter carrying case pouch.
- If you feel you stored or handled test strips incorrectly, test with a new unopened test strip vial handled and stored correctly

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-5, call customer care at 1-800-803-6025