TRUE+A1CNow™ Self Check System
FREQUENTLY ASKED QUESTIONS

How do I contact Customer Service if I need further assistance?
Please contact the Customer Service team by calling Toll-free in the U.S. at +1-877-870-5610 or on the web at ptsdiagnostics.com/contact-us. Customer Service team hours are 8am to 8pm EST Monday through Friday.

When should I perform the TRUE+A1CNow™ Self Check System test?
The TRUE+A1CNow™ Self Check System test can be performed at any time of day. No fasting is required.

Sometimes I have trouble getting a blood drop that is large enough. What can I do?
Try washing your hands in warm water. Warm water will help increase blood flow for a better fingerstick. You may also massage the finger before the fingerstick.

What is the best way to fill the blood collector?
Hold the blood collector horizontally or at a 45° angle relative to the blood drop. Touch the tip gently to the drop of blood and allow the tube to fill. It will stop automatically when it is filled completely.

My blood collector is not filled completely. What should I do?
Apply pressure to your finger to get more blood. Again, touch the tip gently to the drop of blood and allow the tube to fill. You may have to re-prick your finger to get the necessary blood. If the blood collector does not fill, call Customer Service at +1-877-870-5610.

There is extra blood on the tip of the blood collector. What should I do?
Carefully wipe the tip of the blood collector with a piece of gauze or tissue. If some of the blood comes out while doing this, touch the tip gently to the blood drop to re-fill the blood collector.

The shaker seemed to leak when I pushed the blood collector into it. What should I do?
Call Customer Service at +1-877-870-5610.

The cartridge will not insert into the analyzer. What should I do?
Make sure you are inserting the cartridge facing the correct direction. The code should be on top as you insert the cartridge into the analyzer.

I accidentally opened the cartridge pouch too early. What should I do?
Throw away the cartridge if it has been opened for more than 2 minutes. Inaccurate results can be obtained. Use the remaining cartridge in the kit instead.

What if the codes on the cartridge and the analyzer are not the same?
Do not use the cartridge. Save the packaging materials and call Customer Service at +1-877-870-5610.

Can I use the TRUE+A1CNow™ analyzer from one kit with the shakers and cartridges from another kit?
No, DO NOT use the TRUE+A1CNow™ analyzer from one kit with the shakers and cartridges from another kit. Make sure the LOT number on the back of analyzer matches the LOT number on the shaker and cartridge pouches.

The analyzer did not turn on after I inserted the cartridge. What should I do?
Take the cartridge out. Re-insert in until it "clicks." If the analyzer still does not turn on, this means that it may have a problem and cannot be used. Call Customer Service at +1-877-870-5610.

I did not see "RUN" and a countdown after I added the sample using the shaker. What should I do?
Call Customer Service at +1-877-870-5610.

My result says 'QCOK' and a number. What should I do?
'QCOK' means the analyzer is working correctly. The number you see is your A1C result. Write your result down or take a photograph. The analyzer will show the result for 15 minutes and will turn off automatically. Review your result with your healthcare professional.

My result is not 'QCOK' and a number. What should I do?
If "QCOK" is not displayed, refer to the troubleshooting section of the Package Insert or contact Customer Service at +1-877-870-5610.

What should I do with the test after I am done with it?
After you write down your result, you can throw away the used blood collector, shaker, lancet and cartridge appropriately. These items can be used only once. Note that the lancet is also a single-use item.
Save the analyzer for the additional test that is included with the TRUE+A1CNow™ Self Check System. The analyzer will display, for example, "01TL" showing that there is one test left. When analyzer is displaying "00TL", it indicates that you have used all tests. Once you have used all tests, you can discard the analyzer appropriately.