



TRUE METRIX® Blood Glucose Monitoring System Troubleshooting Steps

Meter Displays E-5: Very high blood glucose result (higher than 600 mg/dL), or Test Strip Error

Retest with a new test strip.

If the error persists and you have symptoms such as fatigue, excess urination, thirst or blurry vision, seek medical attention immediately.

If you are not experiencing symptoms, retest with a new test strip. If the error persists, call 1-800-803-6025, Monday - Friday, 8AM-8PM EST for assistance.

The system displays an E-5 error code for a very high blood glucose event (higher than 600 mg/dL), or when there is a test strip error.

An E-5 error can be caused by:

- **Very High Blood Glucose (higher than 600mg/dL). WARNING! If you have hyperglycemic symptoms, seek medical attention immediately. Symptoms of hyperglycemia may include but are not limited to feeling shaky or dizzy, blurred vision, extreme thirst, feeling weak, frequent urination and/or unexplained weight loss.**
- Test strip errors such as:
 - 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.
 - Inserting the wrong end of the test strip into the meter.
 - Improper Storage and Handling of Test Strip.

Before testing 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 date).
- 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.
- Test strip vial cap is always replaced immediately after each test strip is removed.
- 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.

Obtaining Blood Sample

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. To prevent infection use a alcohol pad/swabs to clean the area before lancing the finger to obtain a blood sample.
7. Dry area thoroughly before lancing.
8. If using the fingertip: Lance the finger and wait for a sufficient blood drop to form. **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.
9. If using the forearm: Rub area vigorously or apply a warm dry compress to increase blood flow prior to lancing.
10. 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 or forearm.
11. Remove test strip from blood drop immediately after the meter beeps and dashes appear across the display.
12. After 4 seconds, the meter will display a result or an E-5 error.
13. If an error occurs, discard the test strip, and repeat the blood test with a new test strip and a different finger or area on the forearm.
14. If a result is obtained, the issue is resolved.
15. **Warning:** If the meter still displays E-5 and you have symptoms such as fatigue, excess urination, thirst or blurry vision, seek medical attention immediately.
16. If you are not experiencing symptoms, call 1-800-803-6025, Monday - Friday, 8AM-8PM EST.