

TRUE METRIX® Blood Glucose Monitoring System Troubleshooting Steps



TRUE METRIX® Meter Displays E-2: Blood or Control Solution Sample Not Detected OR Not Using TRUE METRIX Test Strip/Using Wrong Test Strip.

The meter is designed to display this alert instead of giving inaccurate results.

If the error persists and you have symptoms such as fatigue, excess urination, thirst or blurry vision, seek medical attention immediately. If error message still appears, any other error message appears, or troubleshooting does not solve the problem, call 1-800-803-6025, Monday - Friday, 8AM-8PM EST.

E-2 Message Error is displayed if:

- You don't have an adequate sample size for blood or control solution before performing the test
- The sample flow is interrupted by pressing the test strip against the fingertip
- The blood sample is swept off the fingertip instead of allowing the sample to be drawn up the test strip
- The test strip is scratched bent or damaged preventing sample flow
- A test strip is left in the meter > 2 minutes without any sample being applied
- You are not using a TRUE METRIX® branded test strip

Verify the test strips have not been:

- Expired (immediately discard any expired product)
- Opened longer than 4 months (discard test strips past the open vial dating)
- Stored properly (e.g., not in car, hot places, cold places, the kitchen, the bathroom, etc.)
- Stored outside of the temperature range between 40°F-86°F
- Subjected to flooded areas, direct sunlight, or extended power outage
- Left open and test strip vial cap is always replaced immediately after each test strip is removed
- Transferred from their original vial into another vial, zip-sealed bag or in the meter carrying case pouch
- Verify you are using TRUE METRIX® branded test strips

If you feel you stored or handled test strips incorrectly, test with a new unopened test strip vial handled and stored correctly, following the testing technique below.

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.

Obtaining Blood Sample

3. Perform a control test if control solution is available, otherwise perform a blood test.
4. Set up 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. Use alcohol pad/swabs to clean the area puncturing the finger to obtain a blood sample to prevent infection.
7. Dry thoroughly before lancing.
8. 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.
9. 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.
10. Remove test strip from blood drop immediately after the meter beeps and dashes appear across the display.
11. After 4 seconds, the meter will display a result or trigger an error.
12. If an error occurs, discard the test strip, and repeat the blood test with a new test strip and a different finger.
13. If an 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.
14. If a result is obtained, the issue is resolved.
15. If the meter still displays E-2, call customer care at 1-800-803-6025.