

TRUE METRIX® Blood Glucose Monitoring System Troubleshooting Steps



Meter Displays EHi WARNING: Out of Range – Very High Results greater than 900 mg/dL.

Customer reports blood results higher than their expected blood glucose range.

EHi message is a safety feature to alert customers that the blood glucose result being detected by the meter is higher than 900mg/dL or higher than 50 mmol. The meter is designed to display this alert instead of giving inaccurate readings.

WARNING!!

Retest with new test strip.

If result is still “EHi” (Very High), contact your Doctor or Healthcare Professional *immediately*.

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.

Very High blood glucose result can be caused by:

- Having a high blood glucose greater than 900 mg/dL.
- Testing before 2 hours after having a meal, drinking, exercising, or taking medication may result in high or higher than expected blood glucose results.
- Changes to diet/medication routine (ex. fluoroquinolone antibiotics/ Sodium-glucose Inhibitors, Hormone Medication, or Cholesterol medication) can contribute to changes in blood glucose level. Please speak to your Healthcare Professional regarding the medications they are taking.
- A potential test strip issue.
- If you have hyperglycemic symptoms, contact your Doctor or Healthcare Professional immediately to inform them that your blood glucose is higher than their expected range.
 - 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
 - Follow your doctor’s recommended testing regimen
 - Know your expected Glucose Range as recommended by your Healthcare Professional
 - Expected Glucose Range:
 - Morning fasting range:
 - 2 hours after meals fasting range:
 - Before bed fasting range:

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 improperly (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
- 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

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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 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, contact a Doctor or Healthcare Professional **immediately**.
14. If a result is obtained, the issue is resolved.
15. If the meter still displays a result higher than expected blood glucose results, call customer care at 1-800-803-6025.