

Frequently Asked Questions and Solutions

A Guide to Troubleshooting Your TRUEtrack® Meter



Getting the Results You Want

Your TRUEtrack® Blood Glucose Meter is designed to function accurately and reliably for years with proper care and operation. However, sometimes a situation will arise that requires simple troubleshooting, and this reference guide will assist you in finding a solution.

The Five-Step Check for Finding a Solution

Performing these 5 simple steps will help you quickly troubleshoot any meter and/or test strip issues.

1 Verify meter performance

- Insert your check strip to test meter electronics
- Meter should display an "OK" message; if it does not, consult your Owner's Booklet

2 Verify accuracy of test strips

- Use control solution to perform an accuracy test
- Results should be within range for corresponding level of control solution used—level 0, 1 or 2; if they are not, consult your Owner's Booklet

3 Verify control solution

- Check expiration date on solution label
- Make sure you use a vial of control solution within 90 days of opening
- Make sure control solution is stored and used at room temperature (See Owner's Booklet)

4 Verify test strip integrity

- Check expiration date on test strip vial label
- Test strips must be used within 120 days of opening
- Use test strip after removing from vial. Prolonged exposure to environmental conditions may affect test results
- Always close test strip vial immediately after removing a strip

5 Verify storage conditions of meter and strips

- Keep meter and strips in a cool, dry place. See Owner's Booklet for correct temperature range for meter and test strips
- Prolonged exposure to extreme temperature and humidity may affect results
- Do not refrigerate test strips
- Never store strips outside of the vial
- Never move strips from one vial to another

Question

Why doesn't my meter turn on?

Solution

- Make sure test strip is properly inserted (figure 1)
- Press "S" button to verify manual turn on—if it does not turn on, then the battery is dead
- Replace expired battery with a 3-volt Panasonic® 2032 or the equivalent
- Make sure battery is inserted properly with + symbol facing up at you before you close the battery cover (figure 2)



Figure 1



Figure 2

Question

Why doesn't my meter result match another meter?

Solution

- Make sure that code chip number matches the number on the test strip vial label (figure 3)
- Perform the Five-Step Check (see reverse side)
- Never compare one meter to another because meter results should only be compared to results from laboratory test
- Realize that meter-to-meter comparisons may vary due to different manufacturing processes
- Confirm the accuracy of your meter by having your blood glucose levels tested using laboratory equipment and compare results to your meter results
- When comparing your meter result to a laboratory result, the difference should not exceed 20% if specific conditions are met (i.e. patient has fasted, is not dehydrated and has a normal red blood cell count). Discuss with your diabetes healthcare professional
- Call Technical Support for assistance at 1-800-803-6025

If you have any questions using your TRUEtrack® System, please call our Technical Support Department at 1-800-803-6025.

Question

At times, why do my meter results seem too high or too low?

Solution

- Make sure the code chip is inserted properly; you should hear a "snap"
- Make sure that the code chip number matches the number on the test strip vial label (figure 3)
- Perform the Five-Step Check (see reverse side)
- If any step does not produce acceptable results, call Technical Support for assistance at 1-800-803-6025
- If illness may be affecting your blood glucose readings, consult your healthcare provider for sick-day management recommendations

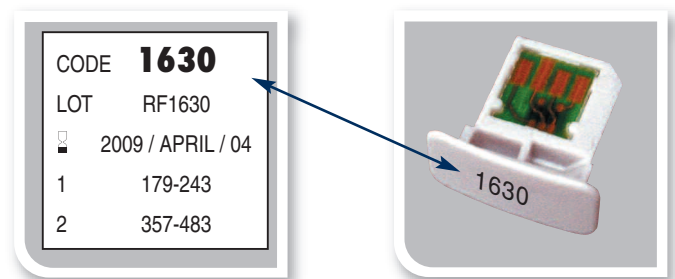


Figure 3

Question

Why does my meter give an E-2 reading?

Solution

- This means not enough blood or sample not detected
- Re-test to make sure there is enough blood and that you're filling the test strip properly
- Bring the tip of the strip to the top of the droplet of blood
- One microliter of blood is required



Question

Why does my meter give an E-3 reading?

Solution

- This is a test strip-related issue indicating that the test strip has been used or that it has remained out of the vial too long
- Perform the Five-Step Check (see reverse side)