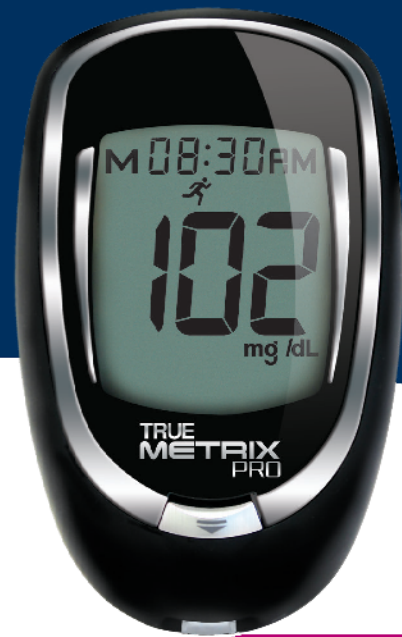


# Frequently Asked Questions and Solutions

## A Guide to Troubleshooting Your TRUE METRIX® PRO Professional Monitoring Blood Glucose System



The TRUE METRIX® PRO Professional Monitoring Blood Glucose System\* 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 in finding a solution.

**Designed for  
Multiple Patient  
Use Facilities**

### The Four-Step Check for Finding a Solution

Performing these 4 simple steps will help to quickly troubleshoot the meter and/or test strip issues.

#### 1 Verify control solution

- Check expiration dates - both when opened (written) and pre-printed on vial label.
- Use the bottle of control solution within 3 months of opening or before expiration date printed on the vial, whichever comes first.
- Make sure control solution is stored and used at room temperature (See Owner's Booklet or Resource Guide).

#### 2 Verify meter and test strips are working properly.

- Use control solution to perform quality control test to verify that meter and test strips are working correctly and that proper technique is being used (Make sure you are using TRUE METRIX® PRO Test Strips).
- Results should be within range for corresponding level of control solution used—level 1, 2 or 3 (control test ranges are printed on the test strip vial labels); if they are not, consult your Owner's Booklet or Resource Guide.

#### 3 Verify test strip integrity

- Check expiration dates - both when opened (written) and pre-printed on vial label.

- Remove one test strip from the vial.
- Test strips must be used within 4 months of opening or before expiration date printed on the vial, whichever comes first.
- Use test strip immediately or quickly after removing from vial. Prolonged exposure to environmental conditions may affect test results.
- Always close test strip vial immediately after removing a strip.

#### 4 Verify storage conditions of meter and strips

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

**TRUE  
METRIX®  
PRO**

**NIPRO  
DIAGNOSTICS™**

## Question

### Why doesn't the meter turn on?

#### Solution

- Make sure test strip is properly inserted (figure 1).
- Press “•” button to verify manual turn on. If meter will not turn on, check the battery to make sure it is installed properly.
- Replace battery with a 3-volt lithium battery CR2032 or the equivalent.
- Make sure battery is inserted properly with “+” symbol facing up before closing the battery cover (figure 2).
- Make sure TRUE METRIX® PRO test strips are being used with the TRUE METRIX® PRO meter.



Figure 1



Figure 2

## Question

### Why doesn't the meter result match another meter?

#### Solution

- Confirm that the meter and test strips are working correctly by performing a Control Test.
- Never compare one meter to another because meter results should only be compared to results from laboratory test.
- Realize that meter-to-meter result comparisons vary due to different manufacturing processes.
- Check the blood glucose levels using laboratory equipment, and compare results to the meter results. Meter tests should be performed within 30 minutes of a laboratory test.
- When comparing the meter result to a laboratory result, the difference should not exceed 20% if specific conditions are met (i.e. sample is from fingerstick, patient has fasted, is not dehydrated and has a normal red blood cell count). See test strip insert for all limitations of use.

If you have any questions using your TRUE METRIX® PRO System, please call our Customer Care Department at **1-800-803-6025**.

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## Question

### Why does the meter give an E-2 reading?

#### Solution

- This means not enough sample was applied to the strip or sample not detected.
- Be sure the test strip comes from a vial of TRUE METRIX® PRO test strips.
- Re-test with a new test strip to make sure there is enough sample and that the test strip is filled properly.
- With test strip still in meter, touch edge of sample tip to blood drop and allow blood to be drawn into strip.

## Question

### Why does the meter give an E-3 reading?

#### Solution

- This means that the test strip has been used, that it has remained out of the vial too long, or the sample may have been applied to the TOP of the test strip.
- Retest with a new test strip. Be sure to touch the sample tip of the test strip to the blood drop and allow the blood to be drawn into the strip.

## Question

### Can I use a venous blood sample with the meter?

#### Solution

- Yes, venous whole blood collected in a sodium heparin (green top) tube may be used for testing. Mix well before use.
- DO NOT use venous whole blood collected in sodium fluoride (grey top) tubes for testing, as this may cause false low results.

**This device has not been validated for use in the critically ill.**