

TRUEresult® Quality Assurance / Quality Control Manual

Troubleshooting

The following is a brief guide for Troubleshooting the most common errors when using TRUEresult. If any problems arise that cannot be resolved by using the guide or the Display Messages, please call for assistance.

1) After inserting Test Strip into Test Port, Meter does not turn on.

Test Strip is inserted upside down or backwards.

- Remove Test Strip. Re-insert Test Strip correctly.

Strip not fully inserted.

- Remove Test Strip. Re-insert Test Strip fully into Meter.

Strip error.

- Remove Test Strip. Repeat with new Test Strip.

Dead or no battery.

- Replace battery.

Battery in backwards.

- Check placement of battery. Battery positive (“+”) side must face up.

Meter error.

- Call for assistance.

2) After applying the sample to the Test Strip, test does not start / Meter does not begin testing.

Sample too small.

- Repeat test with a new Test Strip and a larger sample drop.

Sample applied after two minute automatic shut- off of Meter.

- Repeat test with a new Test Strip and apply sample within 2 minutes.

Problem with Test Strip.












- Repeat test with a new Test Strip.

Problem with Meter.

- Call for assistance.

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Display Messages

Display	Reason	Action
	Temperature Error Too cold or too hot for testing.	Move System to area between 50°-104°F and wait 30 minutes for System to reach room temperature before testing.
	Sample not detected or using wrong Test Strip	Retest with a new TRUEtest Test Strip and a larger sample.
	Used Test Strip, Test Strip outside of vial too long, sample on top of Test Strip	Repeat with a new Test Strip. Make sure sample is touched to edge of Sample Tip. If error persists, call for assistance.
	Meter error	Call for assistance.
	Test Strip error	Retest with a new Test Strip. If error persists, call for assistance.
	Test Strip removed during test	Retest with a new Test Strip. Make sure result is displayed <i>before</i> removing Test Strip.
	Memory Error	Result was not recorded in Memory. Retest with a new strip. If error persists, call for assistance.
	Communication Error	Call for assistance.
	Low or dead battery	Replace battery.
	Out of range high results > 600 mg/dL	<u>WARNING!</u> Retest with a new Test Strip. If result is still “HI” or “Lo”, contact Doctor <i>immediately</i> .
	Out of range low results < 20 mg/dL	<u>WARNING!</u>

If error message still appears after action, any other error messages appear that are not shown above, or troubleshooting does not solve the problem, call for assistance.