









## Understanding Error and Other Messages

Message	What It Means	What To Do
	A used test strip was inserted.	Repeat the test with a new test strip.
	The blood or control solution sample was applied before the  symbol appeared.	Repeat the test with a new test strip and wait until the  symbol appears before applying the blood or control solution sample.
	The temperature during the test was above or below the operating range.	Move to an area where the temperature is within the operating range (5-50°C) and repeat the test after the meter and test strips have reached a temperature within the operating range.

## General Troubleshooting

Message	What It Means	What To Do
	The blood sample has abnormally high viscosity or insufficient volume.	Repeat the test after inserting a new test strip.
	This error message may appear when the wrong blood glucose test strip is used instead of CareSens N blood glucose test strip.	Repeat test after inserting a CareSens N test strip.
	There is a problem with the meter.	Do not use the meter. Contact your authorised i-SENS sales representative.

**Note:** If the error messages persist, contact your authorised i-SENS sales representative.

Problem	Troubleshooting
The display is blank even after inserting a test strip.	<ul style="list-style-type: none"> <li>• Check whether the test strip is inserted with the contact bars facing up. Check if the strip has been inserted completely into the test strip port.</li> <li>• Check if the appropriate test strip was used.</li> <li>• Check whether the batteries are inserted with the '+' side facing up.</li> <li>• Replace the batteries.</li> </ul>
The test does not start even after applying the blood sample on the strip.	<ul style="list-style-type: none"> <li>• Check if the confirmation window is filled completely.</li> <li>• Repeat the test after inserting a new test strip.</li> </ul>
The test result doesn't match the way you feel.	<ul style="list-style-type: none"> <li>• Repeat the test after inserting a new test strip.</li> <li>• Check the "Use By" date of the test strip.</li> <li>• Perform control solution test.</li> </ul>

**Note:** If the problem is not resolved, please contact your authorised i-SENS sales representative.

# HI and Lo Messages

## HI Message

The meter displays results between 1.1-33.3 mmol/L. "HI" appears when the blood glucose level is greater than 33.3 mmol/L and indicates severe hyperglycemia (much higher than normal glucose levels).

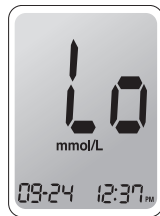
If "HI" is displayed again on retesting, please contact your healthcare professional immediately.



## Lo Message

"Lo" appears when a test result is less than 1.1 mmol/L and indicates severe hypoglycemia (very low glucose levels).

If "Lo" is displayed again on retesting, please contact your healthcare professional immediately.



**Note:** Please contact your authorised i-SENS sales representative, if such messages are displayed even if you do not have hyperglycemia or hypoglycemia.