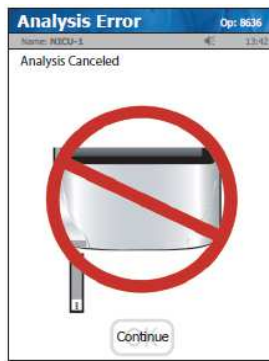


## StatStrip Glu/Ket Meter – Troubleshooting Guide



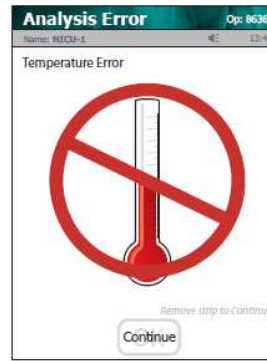
### **LOW BATTERY**

Change the battery or place the meter onto the charging unit



### **TEST CANCELLED**

Repeat the test with a new test strip. Leave strip in place until result appears



### **TEMP. ERROR**

Meter operating temperature range is 1 – 40 °C



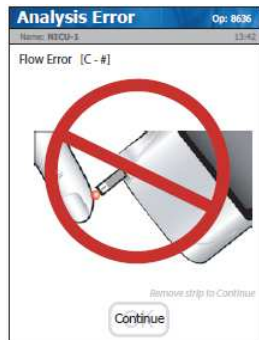
### **POOR SAMPLE**

Insert a new test strip and repeat the test



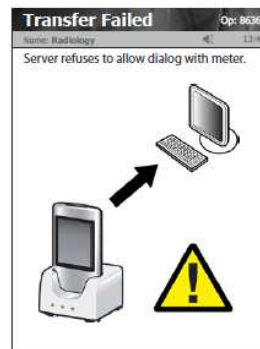
### **REJECTED STRIP**

Insert a fresh strip and repeat test



### **FLOW ERROR**

Due to insufficient sample or poor sample application. Repeat test.



### **DATA TRANSER FAIL**

Meter cannot connect to network. Contact POCT team



### **DATA TRANSER FAIL**

Meter removed before data transfer complete. Re-dock meter in unit

If the 'Transfer Failed' screen is continuously displayed and the operator is unable to access the 'WELCOME' screen, follow the steps below:

1. Replace the meter to the charging unit and remove after a few seconds
2. If meter is still inaccessible, remove battery from meter for a few seconds, replace, set date and time (if requested to) and re-dock meter
3. If problem persists, contact the POCT team on EXT: 4050

### **StatStrip meter**

Any problems with the meter (including access issues), please contact POCT team, Laboratory Medicine, EXT: 4050

**Please Note, the most up-to-date version of this document can be found on Microguide**