

## Error Message Troubleshooting Guide

The INRatio meter can report abnormal operating conditions by displaying error or warning messages appropriate to the condition on the meter display. The following provides a list of the error messages generated by the INRatio meter with a description of the conditions which cause the message to be displayed. Some errors allow the user to recover from the error condition whereas others are non-recoverable. In most cases the user can recover from the error condition by repeating the test.

**The following table describes both recoverable and non-recoverable error message. Recovery procedures are described for each recoverable error.**

Error Screen	What's the problem?	What to do?
<p><b>ERROR</b> SAMPLE APPLIED TOO EARLY</p>	<ul style="list-style-type: none"> <li>The sample was applied during the warm up period before the "Apply Sample" screen appeared.</li> </ul>	<ul style="list-style-type: none"> <li>Begin the process again with a new test strip.</li> <li>Be sure to wait until the "Apply Sample" screen appears before applying the sample.</li> </ul>
	<ul style="list-style-type: none"> <li>A used strip was inserted.</li> </ul>	<ul style="list-style-type: none"> <li>Be sure to use a new strip for every test.</li> </ul>
<p><b>ERROR</b> NOT ENOUGH SAMPLE</p>	<ul style="list-style-type: none"> <li>Not enough blood reached the test area. The possible causes for this are:               <ul style="list-style-type: none"> <li>Not enough blood applied to the sample well.</li> <li>The strip channel is blocked.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Begin the process again with a new test strip and perform another fingerstick.</li> <li>Make sure to apply a large hanging drop of blood. Consult the Fingerstick Tip Sheet if you are having problems obtaining a good sample.</li> <li>Do not try to add more blood from the first fingerstick.</li> </ul>
<p><b>ERROR</b> STRIP CODE INVALID</p>	<ul style="list-style-type: none"> <li>Only certain combinations of numbers and letters are recognized by the monitor. The code entered was not recognized by the monitor.</li> </ul>	<ul style="list-style-type: none"> <li>Re-enter the correct code at the "Strip Code" prompt.</li> <li>If the message repeats, call HemoSense Technical Support.</li> </ul>
<p><b>ERROR</b> 444</p>	<ul style="list-style-type: none"> <li>The monitor had a data processing problem while calculating the results from some or all of the three channels. This may be caused by the following:               <ul style="list-style-type: none"> <li>A problem with the individual test.</li> <li>Not enough blood was applied to the sample well.</li> </ul> </li> <li>The error appears as a three digit number. Each digit represents one of the channels on the strip and may appear as 1, 2, 3, or 4. Example: ERROR 411</li> </ul>	<ul style="list-style-type: none"> <li>Begin the process again with a new test strip and perform another fingerstick.</li> <li>Make sure to apply a large hanging drop of blood. Consult the Fingerstick Tip Sheet if you are having problems obtaining a good sample.</li> <li>Do not try to add more blood from the first fingerstick.</li> <li>If the error message repeats, call HemoSense Technical Support.</li> </ul>

Error Screen	What's the problem?	What to do?
<p><b>ERROR</b> DAY BEYOND END OF MONTH</p>	<ul style="list-style-type: none"> <li>An invalid date value was entered.</li> </ul>	<ul style="list-style-type: none"> <li>Check the date and enter the correct day, month and year.</li> </ul>
<p><b>REMOVE OLD STRIP</b></p>	<ul style="list-style-type: none"> <li>The monitor was turned on with a test strip in the strip holder.</li> </ul>	<ul style="list-style-type: none"> <li>If the strip was a used strip remove it and insert a new strip when the "Insert Strip" screen appears.</li> <li>If the strip was a new strip, remove it and reinsert it when the "Insert Strip" screen appears.</li> <li>Do not use a new strip that has been out of the pouch for longer than 10 minutes.</li> <li>If the message recurs, call HemoSense Technical Support.</li> </ul>
<p>3.17.04            2:09PM <b>INR&lt;0.7</b> QC OK  3.17.04            2:09PM <b>INR&gt;7.5</b> QC OK</p>	<ul style="list-style-type: none"> <li>The test result is outside the range of the monitor.</li> </ul>	<ul style="list-style-type: none"> <li>Repeat the test.</li> <li>If the message repeats, contact your physician.</li> </ul>
<p><b>ERROR</b> LOW GREATER THAN HIGH</p>	<ul style="list-style-type: none"> <li>An invalid target range has been entered e.g. the lower end of the target range entered is higher than the upper range</li> </ul>	<ul style="list-style-type: none"> <li>Re-enter the correct upper and lower values and continue with the setup.</li> </ul>
<p><b>ERROR</b> TOO COLD</p>	<ul style="list-style-type: none"> <li>The temperature of the room is less than 65°F (18°C) and the monitor cannot heat up within the allowed time.</li> </ul>	<ul style="list-style-type: none"> <li>Move the monitor to a warmer location and wait until it has warmed up before performing the test.</li> </ul>
<p><b>ERROR</b> TOO HOT</p>	<ul style="list-style-type: none"> <li>The temperature of the room is higher than 95°F (35°C) and the monitor cannot cool down.</li> </ul>	<ul style="list-style-type: none"> <li>Move the monitor to a cooler location and wait until it has cooled down before performing the test.</li> </ul>

Error Screen	What's the problem?	What to do?
<p><b>ERROR QC 1+2</b></p> <p><b>ERROR QC 1H</b></p>	<ul style="list-style-type: none"> <li>One or both of the on-board controls are out of range due to one of the following causes:               <ul style="list-style-type: none"> <li>The strip has been exposed to excessive heat or humidity.</li> <li>The user technique is poor.</li> </ul> </li> <li>If the monitors units are set to INR or INR+PT, the Error may look like any of the following: QC 1H, QC 1L, QC 2H, QC 2L, QC 1+2</li> </ul>	<ul style="list-style-type: none"> <li>Repeat the test with a new test strip and a fresh fingerstick paying careful attention to proper technique.</li> <li>If the message repeats, it may be an indication that the strips have deteriorated. Perform the following checks before proceeding:               <ol style="list-style-type: none"> <li>Is the strip outside the expiration date on the pouch?</li> <li>Was the strip stored outside the recommended storage conditions e.g. in a hot place?</li> <li>Are the pouches of the remaining unopened strips damaged?</li> </ol> </li> <li>If any of these conditions occurred, do not use the strips for further testing.</li> <li>Call HemoSense Technical Support if the message repeats.</li> </ul>
<p><b>3.17.04            2:09PM</b></p> <p><b>ERROR</b></p> <p><b>QC1=4.0 (&lt;5.0)</b></p> <p><b>QC2=30.0</b></p> <p><b>STRIP CODE KC92C</b></p>	<ul style="list-style-type: none"> <li>No INR value is displayed because one or both of the on-board controls are out of range due to one of the following reasons:               <ul style="list-style-type: none"> <li>The strip has been exposed to excessive heat or humidity.</li> <li>The user technique is poor.</li> </ul> </li> <li>QC values are displayed because the monitors units are set to INR+PT+QC</li> </ul>	<ul style="list-style-type: none"> <li>Repeat the test with a new test strip and a fresh fingerstick paying careful attention to proper technique.</li> <li>If the message repeats, it may be an indication that the strips have deteriorated. Perform the following checks before proceeding:               <ol style="list-style-type: none"> <li>Is the strip outside the expiration date on the pouch?</li> <li>Was the strip stored outside the recommended storage conditions e.g. in a hot place?</li> <li>Are the pouches of the remaining unopened strips damaged?</li> </ol> </li> <li>If any of these conditions occurred, do not use the strips for further testing.</li> <li>Call HemoSense Technical Support if the message repeats.</li> </ul>
<p><b>ERROR</b></p> <p><b>PRINTER</b></p> <p><b>PROBLEM</b></p>	<ul style="list-style-type: none"> <li>The printer option has been selected and one of the following may have happened:               <ul style="list-style-type: none"> <li>There is no printer connected to the meter.</li> <li>The printer is not functioning properly.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Recheck all the connections to make sure the printer is connected.</li> <li>If the error message repeats, call HemoSense Technical Support.</li> </ul>
<p><b>ERROR</b></p> <p><b>PRINTER OUT</b></p> <p><b>OF PAPER</b></p>	<ul style="list-style-type: none"> <li>There is no paper in the printer.</li> </ul>	<ul style="list-style-type: none"> <li>Insert paper into the printer and try to print again.</li> </ul>

Error Screen	What's the problem?	What to do?
<p><b>BATTERIES LOW</b></p>	<ul style="list-style-type: none"> <li>The batteries are running low.</li> </ul>	<ul style="list-style-type: none"> <li>Continue with the present test.</li> <li>Replace the battery as soon as possible.</li> </ul>
<p><b>REPLACE BATTERIES</b></p>	<ul style="list-style-type: none"> <li>The batteries are dead and the meter will not operate.</li> </ul>	<ul style="list-style-type: none"> <li>Replace the batteries or</li> <li>Plug the unit into a wall outlet.</li> </ul>
<p>Error 01, Error 02, Error 03, Error 10, Error 11, Error 12, Error 13, Error 14, Error 15 and Error 20.</p> <p>These errors are non-recoverable</p>	<ul style="list-style-type: none"> <li>If you see any of these errors it means there is a problem with the monitor</li> <li>These errors cause the meter to shut down:               <ul style="list-style-type: none"> <li>If the OK button is pressed</li> <li>If the message has been displayed for 60 sec.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>If a non-recoverable error is displayed, make note of the error number and contact HemoSense Technical Support.</li> </ul>
<p>Flashing green light in the application area</p> <p>This is a non-recoverable error</p>	<ul style="list-style-type: none"> <li>An error has been detected during the monitor self test process which causes the green light in the application area to flash</li> </ul>	<ul style="list-style-type: none"> <li>If a non-recoverable error is displayed, make note of the error number and contact HemoSense Technical Support.</li> </ul>