

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 style="text-align: center;">ERROR SAMPLE APPLIED TOO EARLY</p>	<ul style="list-style-type: none"> The sample was applied during the warm up period before the "Apply Sample" screen appeared. 	<ul style="list-style-type: none"> Begin the process again with a new test strip. Be sure to wait until the "Apply Sample" screen appears before applying the sample.
	<ul style="list-style-type: none"> A used strip was inserted. 	<ul style="list-style-type: none"> Be sure to use a new strip for every test.
<p style="text-align: center;">ERROR NOT ENOUGH SAMPLE</p>	<ul style="list-style-type: none"> Not enough blood reached the test area. The possible causes for this are: <ul style="list-style-type: none"> Not enough blood applied to the sample well. The strip channel is blocked. 	<ul style="list-style-type: none"> Begin the process again with a new test strip and perform another fingerstick. Make sure to apply a large hanging drop of blood. Consult the Fingerstick Tip Sheet if you are having problems obtaining a good sample. Do not try to add more blood from the first fingerstick.
<p style="text-align: center;">ERROR STRIP CODE INVALID</p>	<ul style="list-style-type: none"> Only certain combinations of numbers and letters are recognized by the monitor. The code entered was not recognized by the monitor. 	<ul style="list-style-type: none"> Re-enter the correct code at the "Strip Code" prompt. If the message repeats, call HemoSense Technical Support.
<p style="text-align: center;">ERROR 444 or combination of three digits. Examples: ERROR 411 ERROR 114 ERROR 123 Etc.</p>	<ul style="list-style-type: none"> 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"> A problem with the individual test. Not enough blood was applied to the sample well. 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 	<ul style="list-style-type: none"> Begin the process again with a new test strip and perform another fingerstick. Make sure to apply a large hanging drop of blood. Consult the Fingerstick Tip Sheet if you are having problems obtaining a good sample. Do not try to add more blood from the first fingerstick. If the error message repeats, call HemoSense Technical Support.

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

Error Screen	What's the problem?	What to do?
<p>ERROR QC 1+2</p> <p>ERROR QC 1H</p> <p>ERROR QC 1L</p> <p>ERROR QC 2H</p> <p>ERROR QC 2L</p>	<ul style="list-style-type: none"> • 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"> ○ The strip has been exposed to excessive heat or humidity. ○ The user technique is poor. ○ Check Package Insert Limitation section for possible interference • 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 	<ul style="list-style-type: none"> • Repeat the test with a new test strip and a fresh fingerstick paying careful attention to proper technique. • 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"> 1) Is the strip outside the expiration date on the pouch? 2) Was the strip stored outside the recommended storage conditions e.g. in a hot place? 3) Are the pouches of the remaining unopened strips damaged? • If any of these conditions occurred, do not use the strips for further testing. • Call HemoSense Technical Support if the message repeats.
<p>3.17.04 2:09PM</p> <p>ERROR</p> <p>QC1=4.0 (<5.0)</p> <p>QC2=30.0</p> <p>STRIP CODE KC9ZC</p>	<ul style="list-style-type: none"> • 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"> ○ The strip has been exposed to excessive heat or humidity. ○ The user technique is poor. • QC values are displayed because the monitors units are set to INR+PT+QC 	<ul style="list-style-type: none"> • Repeat the test with a new test strip and a fresh fingerstick paying careful attention to proper technique. • 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"> 4) Is the strip outside the expiration date on the pouch? 5) Was the strip stored outside the recommended storage conditions e.g. in a hot place? 6) Are the pouches of the remaining unopened strips damaged? • If any of these conditions occurred, do not use the strips for further testing. • Call HemoSense Technical Support if the message repeats.
<p>ERROR</p> <p>PRINTER</p> <p>PROBLEM</p>	<ul style="list-style-type: none"> • The printer option has been selected and one of the following may have happened: <ul style="list-style-type: none"> ○ There is no printer connected to the meter. ○ The printer is not functioning properly. 	<ul style="list-style-type: none"> • Recheck all the connections to make sure the printer is connected. • If the error message repeats, call HemoSense Technical Support.

Error Screen	What's the problem?	What to do?
<p>ERROR PRINTER OUT OF PAPER</p>	<ul style="list-style-type: none"> There is no paper in the printer. 	<ul style="list-style-type: none"> Insert paper into the printer and try to print again.
<p>BATTERIES LOW</p>	<ul style="list-style-type: none"> The batteries are running low. 	<ul style="list-style-type: none"> Continue with the present test. Replace the battery as soon as possible.
<p>REPLACE BATTERIES</p>	<ul style="list-style-type: none"> The batteries are dead and the meter will not operate. 	<ul style="list-style-type: none"> Replace the batteries or Plug the unit into a wall outlet.
<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"> If you see any of these errors it means there is a problem with the monitor These errors cause the meter to shut down: <ul style="list-style-type: none"> If the OK button is pressed If the message has been displayed for 60 sec. 	<ul style="list-style-type: none"> If a non-recoverable error is displayed, make note of the error number and contact HemoSense Technical Support.
<p>Flashing green light in the application area</p> <p>This is a non-recoverable error</p>	<ul style="list-style-type: none"> An error has been detected during the monitor self test process which causes the green light in the application area to flash 	<ul style="list-style-type: none"> If a non-recoverable error is displayed, make note of the error number and contact HemoSense Technical Support.