











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 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 the test with a CareSens N test strip.
	There is a problem with the meter.	Do not use the meter. Contact your authorised i-SENS sales representative.
	An electronic error occurred during the test.	Repeat the test with a new test strip. If the error message persists, contact your authorised i-SENS sales representative.

General Troubleshooting

Message	What It Means	What To Do
	The temperature during the test was above 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.
	The temperature during the test was below the operating range.	

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

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