

Troubleshooting/FAQ

Q/ What sample type can I use on the g-Pet Plus?

A/ Capillary or venous whole blood (using an insulin syringe)

Q/ What battery type should be used on the g-Pet Pus?







A/ 2x AAA batteries




Q/ I am getting abnormal results on my g-Pet Plus, what should I do/

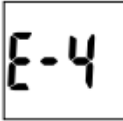


A/ Ensure the code chip inserted in the meter corresponds to the vial of test strips being used and that the species is set correctly. Make sure that the test strip is touched to the blood drop to ensure sample is taken up the test strip correctly. Check the lot number and expiry date of the test strips being used. Run a QC to check the analyser and strips are working as they should.

Q/ My g-Pet Plus shows 000 on the screen, what does this mean?

A/ The meter has not been coded, please insert the code chip into the analyser and select the species.

DISPLAY	WHAT IT MEANS	ACTION
	Quality control solution temperature is higher than permitted for analysis.	Move to the environment (15°C - 35°C or 59°F - 95°F) and wait 30 minutes before re-testing.
	Quality control solution temperature is lower than permitted for analysis.	
	Temperature is too high to perform the test.	Repeat the test in a cooler setting (10°C - 40°C or 50°F - 104°F). Wait 30 minutes before re-testing.
DISPLAY	WHAT IT MEANS	ACTION
	Temperature is too low to perform the test.	Repeat the test in a warmer setting (10°C - 40°C or 50°F - 104°F). Wait 30 minutes before re-testing.
	Battery power is too low for further usage.	Replace with two AAA batteries immediately.
	An error message indicating a problem with the coding of meter.	Code the meter again. If the problem persists, contact customer service.

DISPLAY	WHAT IT MEANS	ACTION
	An error message indicating a problem with the test strip.	Review the instructions and try again with a new test strip.
	An error message indicating a problem with the test strip or meter.	Review the instructions and try again with a new test strip. If the problem persists, contact customer service.
	An error message indicating a problem with the meter.	Please remove the battery and wait for 1 minute, then reinstall the battery to see if meter is working properly. If the problem persists, contact customer service.

DISPLAY	WHAT IT MEANS	ACTION
	An error message indicating a problem with the test strip.	Review the instructions and try again with a new test strip.
	An error message indicating a problem with the meter.	Please remove the battery and wait for 1 minute, then reinstall the battery to see if meter is working properly. If the problem persists, contact customer service.
	An error message indicating a problem with the test strip.	Review the instructions and try again with a new test strip. If the problem persists, contact customer service.