



Whole Blood Glucose: SureStep Flexx Troubleshooting & Exchange Form.

Troubleshooting Guide:

Problem(s) Noted: (Please (√) check all that apply) Refer troubleshooting section of the SureStep Flexx Meter Operator's Guide Chapter 7 starting on page 78 for additional troubleshooting tips.

- High Control Fail.** (Try the actions below in the following order: 1, 5, & 6.)
- Low Control Fail.** (Try the actions below in the following order: 1, 5, & 6.)
- No Scan button:** Battery too low to use scanner or SIR (See 2 below)
- Error 5 Meter Optics** (See 1 below)
- Manufacturing Mode: "Kernal Ver: V0100 App Ver: Vol.03U Self-test failed: 0080"** (See 1 below)
- Error 9 System Error** (See 1 below)
- "New Reagent Entry at Workstation Only"** (See 3 below)
- Remove Strip** appears after you insert test strip. (See 4 below)
- Other:** _____,

Corrective Action: (Please (√) check all that have been completed)

1. **Clean the Meter thoroughly.** Remove "Test Strip Holder" and examine all sections for dried specimens. Control and dried blood "contamination/build up" can cause all kinds of error messages. Ensure optics is free of lint and dust (do not wipe with alcohol) and clean strip guide with 10% Clorox. Rinse and dry test strip holder thoroughly before inserting it back into meter. **Make sure the test strip holder "snaps" into place to avoid self-test errors.**
2. **Change the "AA" batteries in the back of the Flexx meter. As the batteries get old they may not have enough power to use scanner.** Change batteries or enter information manually. *(AA batteries should be kept in the par. These are not supplied by lab.)*
3. **You cannot enter new lots of strips or controls at the meter.** Verify letters and numbers match those in instrument's list. If supplies are not listed, download instrument and check again. Notify lab if problem is still present after download is complete. New lots should not be on floors without POCT lab personnel awareness. Do not use strips that do not match the lots/codes in instrument. Erroneous results may occur.
4. **Remove test strip. Check confirmation dot. If white patches or streaks appear, not enough blood was applied. Repeat test with new test strip. Ensure sample application side is facing up.**
5. **Open a new vial of the appropriate control.** Improper mixing of the control could have caused the control to be over or under concentrated. Check the expiration dates. The control solutions are only good for 90 days once opened. Locations with low patient volume and thus infrequent QC runs may not use the control up in 90 days.
6. **Open a new container of strips.** Each time the top is removed air and moisture can cause strip activity deterioration. The strips are good for 120 days tightly closed in the original container. Strips left uncapped for extended periods of time should be discarded.

Troubleshooting Performed By: _____ **Date:** _____ **Ext:** _____.

Returned Flexx SN#: _____ **From Location:** _____ **Date:** _____

Loaner Flexx SN#: _____ **Issued By:** _____ **Date:** _____