

# ACCU-CHEK® Performa



## Troubleshooting Error Messages

Display	Probable cause	Recommended action	Display	Probable cause	Recommended action
<p>code</p>	<ul style="list-style-type: none"> <li>Meter not coded or code chip not inserted.</li> </ul>	<ul style="list-style-type: none"> <li>Turn off meter and recode it.</li> </ul>		<ul style="list-style-type: none"> <li>Code chip is from an expired lot of test strips.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure code chip number matches the code number on the test strip container.</li> <li>Ensure time/date settings are correct.</li> </ul>
<p>code exp</p>	<ul style="list-style-type: none"> <li>Test strips will expire at end of current month.</li> </ul>	<ul style="list-style-type: none"> <li>Before month end, insert code chip from new box of test strips.</li> </ul>		<ul style="list-style-type: none"> <li>Blood or control solution was applied too early.</li> </ul>	<ul style="list-style-type: none"> <li>Discard test strip and repeat test.</li> </ul>
	<ul style="list-style-type: none"> <li>Test strip is damaged.</li> </ul>	<ul style="list-style-type: none"> <li>Remove test strip and reinsert, or replace if damaged.<sup>†</sup></li> </ul>		<ul style="list-style-type: none"> <li>Electronic error.</li> <li>Used test strip was removed and reinserted.</li> </ul>	<ul style="list-style-type: none"> <li>Turn meter off and on, or remove battery and reinsert it.</li> <li>Perform a blood glucose or control test.<sup>†</sup></li> </ul>
	<ul style="list-style-type: none"> <li>Incorrect code chip.</li> </ul>	<ul style="list-style-type: none"> <li>Turn meter off and insert new code chip.<sup>†</sup></li> </ul>		<ul style="list-style-type: none"> <li>Temperature is above/below range for the meter (6°C - 44°C).</li> </ul>	<ul style="list-style-type: none"> <li>Move to an area within range. Wait 5 minutes; repeat test.</li> <li>Do not artificially heat or cool the meter.</li> </ul>
	<ul style="list-style-type: none"> <li>Test error.</li> </ul>	<ul style="list-style-type: none"> <li>Discard test strip and repeat test.</li> </ul>		<ul style="list-style-type: none"> <li>Battery is almost out of power.</li> </ul>	<ul style="list-style-type: none"> <li>Change battery immediately.</li> </ul>
	<ul style="list-style-type: none"> <li>Insufficient blood or control solution drawn into test strip or applied after test started.</li> </ul>	<ul style="list-style-type: none"> <li>Discard test strip and repeat test.</li> </ul>		<ul style="list-style-type: none"> <li>Time/date settings may be incorrect.</li> </ul>	<ul style="list-style-type: none"> <li>Check time/date settings; adjust if necessary.</li> </ul>

**! Never make treatment decisions based on an error message. !**

<sup>†</sup> If problem persists, contact our Accu-Chek Enquiry Line on **0800 80 22 99** or consult the Accu-Chek® Performa Owner's Booklet.



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 15 Rakino Way, PO Box 62 089, Mt Wellington, Auckland, New Zealand.  
 Accu-Chek Enquiry Line: **0800 80 22 99**  
 Always read the label and follow the manufacturer's instructions

**ACCU-CHEK®**

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