

# Assure<sup>®</sup> Titanium

BLOOD GLUCOSE MONITORING SYSTEM



## Assure<sup>®</sup> Titanium FAQ

### Q. Can this system be used on multiple patients?

A. Yes. This system has been cleared by the FDA for multiple-resident use. However, the meter should be cleaned and disinfected after use on each resident.

### Q. Is this system approved for neonate use?

A. No.

### Q. What type of lancet should be used with this system?

A. An auto-disabling, single-use lancet should be used with this system.

### Q. What batteries are required for meter use?

A. Two 1.5 V alkaline AAA batteries (disposable).

### Q. What is the measurement range for the product?

A. 10 – 600 mg/dL.

### Q. What products are approved to clean and disinfect the meter?

A. PDI Super Sani-Cloth<sup>®</sup> Germicidal Disposable Wipes has been shown to be safe for use with this meter.

### Q. Why does the meter display a thermometer symbol ?

A. Symbol appears when the surrounding temperature during the testing is too high or low, or the meter has not adjusted to the surrounding temperature. In this case, leave the meter and the test strips where the temperature is 46-104°F (8-40°C) and a relative humidity of 10-90% for at least 30 minutes. Test a blood sample only after the meter adapts to the environment for more than 30 minutes and the thermometer symbol disappears.

### Q. What should be done if the meter display remains blank after inserting a test strip?

A. Check if test strip is inserted with the contact bars facing up.

A. Check if the strip has been inserted completely into the test strip port.

A. Check if the appropriate test strip was used.

A. Check if the batteries are inserted correctly.

A. Replace the batteries.

### Q. What should be done if the test does not start after applying the blood sample on the test strip?

A. Check if the confirmation window is filled adequately.

A. Repeat the test after inserting a new test strip.

### Q. What should be done if the test result does not match the way the patient feels?

A. Ensure the test strip has not expired.

A. Repeat the test with a new test strip.

A. Perform a control solution test.

### Q. What blood sugar results occur with a “HI” or “Lo” reading?

A. A blood glucose test that is less than 10 mg/dL indicates severe hypoglycemia (very low blood glucose levels).

A. A blood glucose reading that is greater than 600 mg/dL indicates severe hyperglycemia (much higher than normal glucose levels).

### Q. When might an inaccurate reading be produced?

A. Please refer to the user manual for complete information, including interfering substances.

A. Abnormally high or low red blood cell count (hematocrit level over 70% or below 10%).

A. Severely hypotensive individuals or persons in shock.

A. Hyperglycemia – hyperosmolar state (with or without ketosis).

A. Critically ill patients.

### Q. What is proper storage and handling of Assure<sup>®</sup> Titanium Test Strips?

A. Check the Use-by date printed on the test strip vial label or test strip carton. Discard test strips 6 months after opening. It is recommended to write the Use-by date on the vial label when you open it.

A. Do not use expired test strips. You may receive incorrect test results.

### Q. How does the QC Lockout function?

A. The Assure Titanium Blood Glucose Meter has a 24-hour QC Lockout feature which helps ensure that proper QC testing is conducted. To release the QC lockout, testing with both Assure Control-Control Level 2 and Level 3 control solutions is required. The Assure Control-Control Solutions contain known amounts of glucose and are used to check that the meter and test strips are working properly.

A. The test strip vials have Assure Control-Control Solution ranges printed on their labels. Compare the result displayed on the meter to the control solution range printed on the test strip vial. Before using a new meter or new vial of test strips, and every 24 hours to avoid QC lockout, conduct a control solution test using Assure Control-Control Solutions.









### Q. When should control solution be discarded?


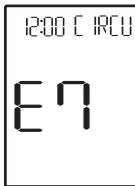


A. The control solution can be used for 3 months after opening the bottle. Write the opened date on the control solution bottle when it is first opened.

A. Control solution expires on the last day of the month indicated on the label.

A. If the control solution is contaminated.

# Understanding Error Messages

Message	What it means	What to do
	Battery has been replaced.	Press  to enter set-up mode and verify date and time are correct.
	Measurement of blood sample during QC lock.	Remove the used test strip and perform control solution test with a new test strip.
	The contact bars of the test strip are dirty. A used test strip is inserted into the meter. A different type of test strip is inserted into the meter.	Repeat the test with a new Assure Titanium Blood Glucose Test Strip.
	There is a problem inside the meter.	Contact ARKRAY Technical Customer Service at 800.818.8877 (24 hours a day, 7 days a week).
	The test strip touched blood again after the test started. The test strip inside the meter moved during testing. The blood sample was not correctly drawn into the test strip. There was not enough blood added to the test strip.	Repeat the test with a new test strip.
	The battery is almost dead. Test results and changes made in the setup mode are not stored in the memory.	Replace the battery.
	An abnormal sample has been detected. The contact bars of the test strip are dirty. An incorrect sample type was used.	Use a new test strip. Repeat measurement with fresh capillary whole blood sample drawn from the fingertip.

Message	What it means	What to do
	The operating environment is not correct for testing. There was a sharp change in the surrounding temperature.	Leave the meter and test strips somewhere where the temperature is 46-104°F (8-40°C) and relative humidity is 10-90% for at least 30 minutes. Remove the test strip and insert a new test strip back into the test strip port. Test the patient's / resident's blood glucose only after the error and the thermometer symbol has disappeared. If the error still appears on the screen, contact ARKRAY Technical Customer Service at 800.818.8877 (24 hours a day, 7 days a week).
	There is a problem with the measurement unit of the meter.	Contact ARKRAY Technical Customer Service at 800.818.8877 (24 hours a day, 7 days a week).
	There is a problem with the communications unit of the meter.	Contact ARKRAY Technical Customer Service at 800.818.8877 (24 hours a day, 7 days a week).
	The meter could not detect the surrounding temperature correctly.	Contact ARKRAY Technical Customer Service at 800.818.8877 (24 hours a day, 7 days a week).