



GLUCOCARD[®] SHINE Connex

BLOOD GLUCOSE MONITORING SYSTEM



GLUCOCARD[®] Shine Connex FAQs

Q. May I share my GLUCOCARD[®] Shine Connex Blood Glucose Monitoring System (BGMS) and lancing device with anyone else?

A. No. The BGMS and lancing device are intended for use by a single user only; never share the BGMS or lancing device with others.

Q. Can I use a different brand of test strips in the GLUCOCARD Shine Connex BGMS?

A. No. Only GLUCOCARD[®] Shine Test Strips can be used with the GLUCOCARD Shine Connex BGMS.

Q. Can abnormally high or low red blood cell count produce inaccurate results?

A. Yes. An abnormally high or low red blood cell count (hematocrit level over 65% or below 15%) may produce inaccurate results.

Q. What is the BGMS's battery life?

A. 1,000 tests.

Q. What batteries are used in the BGMS?

A. Two 3.0 V lithium batteries (disposable, type CR2032).

Q. What symbol displays on the meter when my batteries should be replaced?

A.

Q. May I reuse my test strips?

A. No. Reusing test strips will produce an inaccurate reading.

Q. What temperature should I store my test strips?

A. You should store your test strips in a cool and dry place at a temperature of 34-86°F (1-30°C) and 20-80% relative humidity. Keep your test strips away from direct sunlight or heat, and do not freeze.

Q. Is it OK to store my test strips in a box or another storage unit?

A. No. Store test strips in the product's original vial. Close the vial tightly after taking out a test strip and use the test strip immediately.

Q. May I use my test strips after the expiration date on its vial?

A. No. Test strips used beyond the expiration date on the vial may produce inaccurate results.

Q. What control solutions should I use to check my GLUCOCARD Shine Connex BGMS and GLUCOCARD Shine Test Strips?

A. Only test your meter and test strips using the GLUCOCARD[®] Shine Control Solutions (Level 1 and 2). These control solutions are specifically designed for this meter and test strips to ensure that they are working properly.

Q. Where do I find the GLUCOCARD Shine Control Solution range?

A. The control solution range is printed on your test strip vial. The ranges printed are for the GLUCOCARD Shine Control Solutions only.

Q. Does the GLUCOCARD Shine Control Solution range correlate with my blood glucose level?

A. No.

Q. What is the temperature range to run a control solution test?

A. Make sure your meter, test strips and control solution are at room temperature before testing. A control solution test must be done at room temperature 68-77°F (20-25°C).

Q. What is the temperature range for storing my control solution bottles?

A. Always make certain the control solution bottle is closed tightly and stored at a temperature of 46-86°F (8-30°C).

Q. When should I run a control solution test?

A. When you want to practice the test procedure, instead of using blood

A. When you use your meter for the first time

A. When you begin using a new vial of test strips

A. When you suspect that the meter or the test strips are not working properly

A. When you think your test results are inaccurate or they do not reflect how you feel

A. When you use your meter for blood glucose testing after any disinfection procedure

A. If the meter has been dropped or damaged

Continued on back

GLUCOCARD[®] Shine Connex FAQs *(continued)*

Q. Should I reuse the same sample site to test my blood glucose levels?

A. No. Select a different site each time you test. Repeat puncturing at the same sample site may cause pain or skin calluses (thick, hard skin).

Q. I received a “HI” reading on my meter; what does this indicate?

A. A “HI” reading appears when the blood glucose level is greater than 600 mg/dL and indicates severe hyperglycemia (much higher than normal glucose levels). If a “HI” reading occurs after retesting, contact your healthcare provider immediately. The meter otherwise displays results between 20-600 mg/dL.

Q. I received a “Lo” reading on my meter; what does this indicate?

A. A “Lo” reading appears when the result is less than 20 mg/dL and indicates severe hypoglycemia (very low glucose levels). If “Lo” is displayed again on retesting, contact your healthcare professional immediately. The meter otherwise displays results between 20-600 mg/dL.

Q. How many glucose test results with time and date can be saved on my GLUCOCARD Shine Connex Meter?

A. 1,000 blood glucose test results can be stored with time and date. Once the memory is full, the oldest test result will be deleted and the most current test result will be stored.

Q. What should I use to clean my GLUCOCARD Shine Connex Meter?

A. Use Clorox[®] Germicidal Wipes to clean and disinfect the GLUCOCARD Shine Express Meter. This wipe can be purchased through online retailers (e.g. Amazon or Walmart). Do not use other cleaners or disinfectants because other chemical have not been validated and may damage the meter. See your meter’s User Manual for complete instructions on how to clean and disinfect your meter.

Q. How should I clean my meter?

A. Please review and follow “Caring for the GLUCOCARD Shine Connex System” found in the user manual located with your GLUCOCARD Shine Connex BGMS kit. Do not get fluids inside the meter through the test strip port, data port or battery compartment. Never immerse the meter or hold it under running water because this will damage the meter.

Q. What does it mean if I get an Er4 reading on my meter?

A. The blood sample has abnormally high viscosity or insufficient volume. Repeat the test using a new test strip. For this error and a listing of other potential error codes, please refer to the GLUCOCARD Shine Connex User Manual.

Q. What should I do if I have questions regarding possible meter issues or concerns?

A. Contact Customer Service at 800.566.8558, 24 hours a day, 7 days a week.