



# GLUCOCARD<sup>®</sup> SHINE

+ BLOOD GLUCOSE MONITORING SYSTEM

## GLUCOCARD Shine FAQs

**Q. May I share my GLUCOCARD<sup>®</sup> Shine 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 BGMS?**

A. No. Only GLUCOCARD<sup>®</sup> Shine Test Strips should be used with the GLUCOCARD Shine 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 60% or below 20%) may produce inaccurate results.

**Q. What is the BGMS's battery life?**

A. 3,000 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). 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. If I use the HYPo indicator, what number should I enter into the meter?**

A. Before setting the HYPo indicator, ask your doctor or diabetes nurse to help you decide what your hypoglycemia level will be.

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

A. Only test your meter and test strips using the GLUCOCARD<sup>®</sup> Shine Control Solutions (Control 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 ideal temperature to check my blood sugars or 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 ideal temperature 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 using the control solution instead of blood

A. When using the meter for the first time

A. Whenever you open a new vial of test strips

A. If the meter or test strips do not function properly

A. If your symptoms are inconsistent with the blood glucose test results and you feel that the meter or test strips are not working properly

A. If you drop or damage the meter

A. When using the meter for blood glucose tests after any disinfection procedure

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

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

*Continued on back*



# GLUCOCARD<sup>®</sup> SHINE

+ BLOOD GLUCOSE MONITORING SYSTEM

## GLUCOCARD Shine FAQs (*continued*)

**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, please contact your healthcare professional immediately. The meter otherwise displays results between 20-600 mg/dL. When the hypoglycemia indicator is on, the  $\Delta$  symbol also appears.

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

A. 500 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. How often should I disinfect my meter and lancing device?**

A. It is recommended to disinfect your meter and lancing device at least once a week.

**Q. What product should I use to disinfect my GLUCOCARD Shine meter and lancing device?**

A. We have validated the Clorox Germicidal Wipes with 0.55% sodium hypochlorite as the active ingredient for disinfecting the meter and lancing device. Before disinfecting your meter and lancing device, read the instructions provided by the manufacturer of Clorox Germicidal Wipes. To purchase the disinfectant wipes, contact the manufacturer at [www.cloroxprofessional.com](http://www.cloroxprofessional.com) or 800.537.1415.

**Q. How should I clean my meter?**

A. Please review and follow the Pre-cleaning and Disinfection Procedures found in the user’s guide located with your Glucocard Shine BMGS kit. It is important that you use the validated wipes because other chemicals have not been validated and may damage the meter. Do not get fluids inside the meter through the test strip port, data transmission 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<sup>®</sup> Shine User’s Manual.

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

A. Contact ARKRAY’s Customer Service Department (U.S. and Canada) at 800.566.8558.