

EvenCare G2

FAQ



- 1. "Is this meter approved for multi-patient use?"**
 - a. Yes, the EvenCare G2 is approved for use by both at-home users and for multi-patient use in a professional healthcare setting.
- 2. "I'm inserting the strip, but it's not saying it's ready to take my blood sugar."**
 - a. Make sure the test strip is oriented correctly and pushed in all the way.
 - b. The meter should flash a drop of blood when the test strip is properly inserted. Check to see if you are seeing that blood drop.
 - c. Make sure you're using EvenCare G2 test strips.
- 3. "What is the expiration date for test strips and control solution?"**
 - a. Every test strip and control solution bottle have an expiration date printed on the bottle.
 - Test strips—Once opened, use within **6 months**
 - OR before the expiration date listed on the bottle (whichever comes first).
 - b. Control solution—Once opened, use within **3 months** OR before the expiration date listed on the bottle (whichever comes first).
- 4. "Where are the control solution ranges listed?"**
 - a. The acceptable ranges for the control solutions are listed on the test strip bottle. Each test strip bottle has a tested and validated range of values based on that specific lot number. The ranges are not listed on the bottles of control solution.
- 5. "Control solution is reading out of range."**
 - a. One reason for out-of-range results could be due to expired test strips or control solution. The test strips must be used within 6 months of being opened, and the control solutions must be used within 3 months of being opened, despite the expiration date listed on the bottle. We recommend using a new test strip/control solution and re-do the test.
- 6. "How often does a control solution test need to be performed?"**
 - a. At least once per week, to make sure the test strips and meter are working synergistically.
 - b. Refer to page 27 of the manual for additional situations requiring a control solution test.
- 7. "Why won't my meter turn on?"**
 - a. If your meter will not turn on when prompted with a test strip, or by pressing the power button, first check the batteries and replace if necessary. The EvenCare G2 takes 2 AAA batteries.
- 8. "Is this glucose monitoring system approved for use with pediatrics?"**
 - a. Yes, the EvenCare G2 is approved for pediatric use.
- 9. "Can the same G2 test strips be used for the standard meter (MPH1540) and the Bluetooth meter (MPH1545BT)?"**
 - a. No, only the Bluetooth test strips (item MPH1550BT) are compatible with the G2 Bluetooth blood glucose meter, MPH1545BT. Our standard G2 test strips (item MPH1550) are compatible with the following G2 meters: MPH1540, MPH1545 and MPH1540NV.
- 10. "What type of cloth and/or mild detergent can be used to clean the meter as listed in the cleaning instructions?"**
 - a. Use a damp cloth when you want to clean visible dirt or debris from the meter. We have validated wipes for cleaning and disinfecting listed on page 45 of the User Manual. The validated wipes can be used as a one-step process for both cleaning and disinfecting.
- 11. "The meter is showing an Err3 message, and the troubleshooting steps in the manual are not resolving the error message."**
 - a. The wrong brand of test strip (not EvenCare G2) is being inserted into the meter.
 - b. The test strips could be expired. Please note that test strips expire after 6 months of opening the bottle. Additionally, leaving the test strips exposed to open air can expedite the aging process and cause the strips to expire early.
- 12. "The meter is showing an Err1 message, and the troubleshooting steps in the manual are not resolving the error message."**
 - a. This could be a result of using non-EvenCare G2 test strips. Confirm that the correct test strips are being used with the meter.
- 13. "The meter is showing an Err4 message, and the troubleshooting steps in the manual are not resolving the error message."**
 - a. Try holding the strip in the sample a bit longer so it has more time to wick up enough blood.
- 14. "Can this meter be used for an individual currently receiving icodextrin/extraneal?"**
 - a. The EvenCare G2 glucose monitoring system is not affected when used for a patient receiving icodextrin/extraneal as part of their peritoneal dialysis therapy.