



Troubleshooting ACCU-CHEK® Performa

Point of Care Testing (POCT) - ACCU-CHEK® Performa Quick Reference Guide



Applies to:	Health care providers who perform blood glucose monitoring at the point of care using the ACCU-CHEK® Performa meter.
Purpose:	To provide solutions to common ACCU-CHEK® Performa error messages that might appear on the screen.

Please review this guide to help you find a solution to your issue before contacting POCT Lab for assistance. If the issue persists, email lab.technical-poc@viha.ca.

Common error messages

Message on the screen	Possible cause	Possible solutions
code exp	Test strip expires end of current month	Ensure that your unit has a supply of the new lot of test strips on hand, before the current lot expires.
---	Code chip not inserted	Turn off the meter and insert the code chip.
E – 1	Test strip is damaged	Replace the strip with a new one.
E – 2	Incorrect code chip	Turn off the meter and insert the correct chip.
E – 3	Test error	Discard the test strip and repeat the test.
E – 4	Insufficient blood (or QC control)	Discard the test strip and repeat the test.
E – 5	Test strip has expired	Obtain a vial of the new lot of test strips and remember to insert the new code chip before using them for testing.
E – 6	Blood or control was applied too early	Discard strip and repeat test. Wait for the “flashing drop” symbol to appear on the screen before applying the sample.
E – 7	Electronic error	Turn the meter off and on, or remove/reinsert the battery.
E – 8	Temperature is above/below the proper range (6-44°C)	Move to an area that is within the proper temperature range and repeat the test in 5 minutes.
E – 9	Battery is running low on power	Change the battery.
E – 10	Time/date settings may be incorrect	Check the time/date settings and correct it, if needed.