

Error	Probable Cause	Possible Solution
Messages when preparing to test		
E01	The Datamatrix could not be read.	Insert the same Chip again, ensuring correct insertion. If the problem persists, repeat the test with a new Chip.
E02	Expired Chip.	Verify the date of the Meter. If the date is not correct, enter the current date and insert the same Chip again. If the date is correct, repeat the test with a new batch of Chips after verifying their expiry date.
E03	The 80 second interval for applying the sample has been exceeded.	If the sample has not yet been applied, repeat the test with the same Chip.
E04	Chip inserted backwards.	Rotate the Chip and repeat the test.
E11	Faulty or incorrectly inserted Chip.	Insert the same Chip again, ensuring complete insertion. If the problem persists, repeat the test with a new Chip.
Messages related to the test		
E05/ E09	Inadequate coagulation of the sample during the test.	Repeat the test with a new Chip. Strictly follow instructions on obtaining and applying the sample. If the problem persists, repeat the test with a new box or batch of Chips.
E10	The INR value of the control channel is outside the defined range.	Repeat the test with a new Chip. If the problem persists, repeat the test with a new box or batch of Chips.
E14/ E15/ E17	Error while processing the sample during the test.	Repeat the test with a new Chip. Strictly follow instructions for conducting the test. If the problem persists, repeat the test with a new box or batch of Chips.
E16	Inadequate coagulation of the sample during the test. ATTENTION: Possible sample with abnormally high clotting times.	Repeat the test with a new Chip. If error E16 is displayed again, use a different measurement method. This error occurs mainly in patients with high clotting times.
E18	Inadequate sample handling or hematocrit outside the defined range.	Repeat the test with a new Chip. Strictly follow instructions on obtaining and applying the sample. If error E18 is displayed again, use a different measurement method. This error occurs mainly in patients with a hematocrit outside the defined range for the microINR system (25%-55%).
Other messages		
E06	Failure while checking the electronic components of the Meter.	If the problem persists, contact your local distributor.
E07	Temperature below the defined range.	Repeat the test in a warmer location.
E08	Low battery.	Charge the device with the charger supplied by the manufacturer.
E12	Temperature above the defined range.	Repeat the test in a cooler location.