

Error Codes For the GKI Meter

What they mean and how to fix them

WHAT YOU SEE	WHAT IT MEANS	WHAT YOU SHOULD DO
E1	Blood sample or Control Solution was added before the flashing blood droplet appeared.	Discard the test strip and repeat the test with a new test strip. Add the blood sample or control solution after you see the flashing blood droplet on the display.
E2	The meter is sensing the use of a used or contaminated test strip.	Discard the test strip and repeat the test with a new test strip. Wait until you see the flashing blood drop on the display before testing. Never put blood on the strip before inserting it into the meter.
E3	Incorrect test strip.	Discard the test strip and repeat the test with a new test strip. Make sure that you are using a Keto-Mojo® Glucose/Ketone test strip. In GKI mode, be sure you are using the correct correlating type of strip. Glucose first, Ketone second.
E4	Incorrect sample.	Discard the test strip and repeat the test with a new test strip. Make sure that you are using a blood sample or the Keto-Mojo® Glucose/Ketone control solution.
E5	Temperature out of range.	Move to an area that is within the operating temperature for the meter. (5 - 45 degrees Celsius) Let the meter adjust to this temperature for 20 minutes before performing a test.
E6 E7	Potential hardware issue.	Take out the batteries and restart the meter. If the problem continues, contact Keto-Mojo® immediately for further assistance.
E10	Insufficient sample.	Repeat test and apply enough sample to fill check window of the test strip.
HI	Blood Glucose test result is above 600 mg/dL (33.3 mmol/L); Blood Ketone test result is above 8.0 mmol/L.	Wash and dry your hands, then repeat the test using a new test strip. If your result still flashes HI, contact your health care professional as soon as possible.
LO	Blood Glucose test result is below 10mg/dL (0.6 mmol/L). Blood Ketone test result is below 0.1 mmol/L.	Wash and dry your hands, then repeat the test using a new test strip. If it still tests LO, please contact Keto-Mojo Customer Support at support@keto-mojo.com