

Error Codes For the GK+ Meter

What they mean and how to fix them

WHAT YOU SEE	WHAT IT MEANS	WHAT YOU SHOULD DO
E1	Blood or control solution was added before the flashing blood drop appears.	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.
E2	The meter is sensing 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 Keto-Mojo® Blood Glucose or Keto-Mojo® Blood β -Ketone Test Strips.
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 Keto-Mojo® Blood Glucose, Keto-Mojo® Blood β -Ketone Control Solution.
E5	Temperature out of range.	Move to an area that is within the operating range for the meter. Let the meter adjust to this temperature for 20 minutes before testing.
E6 E7	Potential hardware issue.	Take the batteries out and restart the meter. If the problem continues, contact Keto-Mojo® at 800-513-1965 (5 days a week, 10am-4pm PST) for further assistance. Please contact your health care professional if you need help outside of these hours.
E10	Insufficient sample.	Discard the test strip, repeat the test with a new test strip and apply enough sample to fill check window of the test strip.
E11	Low Battery Indicator	Replace batteries and check date/time/year settings.
HI	Blood glucose test result is above 600 mg/dL; blood β -ketone test result is above 8.0 mmol/L.	Wash and dry your hands and the test site well, then repeat the test using a new test strip. If your result still flashes HI, contact your healthcare professional as soon as possible.
LO	Blood glucose test result is below 20 mg/dL; blood β -ketone test result is below 0.1 mmol/L.	Wash and dry your hands and the test site well, then repeat the test using a new test strip. If your blood glucose result still flashes LO, contact your healthcare professional as soon as possible.