



AlphaTRAK[®] Blood Glucose Monitoring System Troubleshooting Guide

Frequently Asked Questions (FAQs) by AlphaTRAK meter users.

- Q. Where do you place the sample on the strip? This issue will come in the form of statements like:
- “I can’t get the device to work.”
 - “I keep getting ER 1 messages.”
- A. Gently touch only one sample area of the test strip to the blood sample. The sample area is located on either side of the test strip towards the end where either black rectangle is located. When the test strip is properly inserted into the meter the butterfly will face up and towards the front of the meter. The rectangles and sampling areas will be towards the end of the test strip. Capillary action will pull the required sample into the test strip and the meter will beep twice indicating an adequate sample.
- Q. When do I put the strip in the meter? This issue will come in the form of statements like:
- “I am getting inaccurate readings on both blood and control solutions.”
- A.
1. Insert the strip before the meter is turned on.
 2. Place the strip in the meter.
 3. Press and release M.
 4. Verify that the code is correct for the pet being monitored.
 5. Place the sample on the strip when the apply sample symbol (*strip moving to drop of blood*) is displayed.
- Q. Can the AlphaTRAK meter be used with Heparinized or EDTA blood?
- A. Yes, as long as the amount of Heparin or EDTA does not dilute the sample.
- Q. Where is the best place on a pet to obtain a capillary blood sample?
- A. The ear is the most common location for both dogs and cats, due to easy access. Other locations include the paw pad for both dogs and cats, the leg callous for some dogs, and the inner or outer lip for dogs only. It is recommended that you consult with your personal veterinarian to discuss the most appropriate site for your pet.

- Q. What is the lowest/highest reading possible?**
- A. 20mg/dL is the lowest reading and 500mg/dL is the highest reading. Below 20mg/dL – “LO” is displayed. Above 500 mg/dL – “HI” is displayed.
- Q. When do I use controls?**
- A. When a new bottle of strips is opened.
When you get a reading you feel is not correct.
- Q. Why am I getting an ER 3 message?**
- A. This error is usually caused by incorrect test procedure. For example:
1. Putting blood on the test strip before inserting into the meter.
 2. Applying blood on the test strip before the Blood Drop and Test Strip symbols display.
 3. Strip with blood inserted incorrectly (i.e. backwards).
 4. Foreign material, such as pet hair or other particle, in the strip slot of the meter.
- Q. Why did I get a different glucose value when I reran the same sample on the AlphaTRAK meter?**
- A. Glucose meters, as with other monitoring devices, will have some expected variance. The AlphaTRAK meter has a known variance of +/- 10%. When a sample is tested multiple times the value obtained is not expected to be exactly the same each time. This means that if the sample’s glucose level is really 400 mg/dL and this sample is tested multiple times then the AlphaTRAK meter may read between 360 and 440 mg/dL. The variance is not considered clinically significant in that the treatment decision would likely be the same.
- Q. Why did I get a different glucose value when I ran the same sample on the AlphaTRAK meter and on my “in-clinic” analyzer or compared to “reference lab” value?**
- A. When comparing results between laboratory devices, some variance is to be expected. To properly compare accuracy of one device to another, a controlled evaluation study should be performed. Prior to the introduction of the AlphaTRAK meter, a clinical evaluation was performed comparing AlphaTRAK meter results to the reference method used by Antech Laboratories. This evaluation demonstrated that AlphaTRAK results are statistically equivalent to the Antech results at all glucose levels.

For additional information please contact Abbott Animal Health Technical Service at 888-299-7416.