

Nova Meter Troubleshooting

The Stat Strip meters have an error detection system to ensure high quality results are obtained. When a problem is detected and error message is displayed on the touch screen.



Analysis error

Analysis Error may occur during Quality Control or Patient testing. In most cases, the error is due to the test strip losing contact with the meter in the middle of the test. This may be due to the strip being knocked or removed during testing.

If this error occurs, remove the test strip, insert a new test strip and repeat the test.



Flow error

Flow Error may occur during Quality Control or Patient testing. In most cases, this error is due to insufficient sample. Other possibilities include incorrect application of the blood to the test strip or pulling the strip away from the blood before the countdown begins.

If this error occurs, remove the test strip, insert a new test strip and repeat the test.



Battery low

The rechargeable battery is running low on power and needs to be replaced by the spare in the docking station. Alternatively, place the meter back into the docking station to charge.



Replacing the battery

On the back of the meter you will find a battery door. Behind the battery door is a rechargeable lithium polymer battery. The typical life of a fully charged battery is approximately 8 hours or 40 tests.

Squeeze lever gently to open batter case so you can remove the battery. Replace the battery with the spare at the back of the docking station. Place the low battery in the back of the docking station with the white label facing away from you. Ensure it has been pushed firmly into the docking station and the batter light should turn orange. This light will turn yellow when the battery is fully charged.



Transfer failed

A *Transfer Failed* error is typically caused when the meter is removed from the Docking Station in the middle of data upload or download. The yellow triangle indicates that the data transfer was incomplete.

If this error occurs, just touch the *Welcome* key to go to the *Welcome screen* and continue testing. Once you have completed using meter, just place it back into the Docking Station and the data transfer will continue. No data can be lost from the meter.

If the meter does not connect on re-docking, check that the connectivity light on the left of the docking station is showing green.

If it is not shining, check the blue data cable has not been unplugged from either the docking station or the wall outlet. If the meter does not connect, then contact the POCT Quality Manager

Docking station lights



This left-hand light will shine green when the meter is connected to the network.

This centre light will flash as data is being transferred from the meter to the network, and from the network to the meter.

This right hand light is the battery light and will shine green when the battery is fully charged and yellow when the battery is charging.

The light at the rear of the docking station will shine green when the spare battery is fully charged, or yellow while it is charging.