

Troubleshooting/FAQ

Q/ What sample type can I use on the L-Pet?

A/ Capillary blood, EDTA or lithium heparin venous whole blood should be used.

Q/ What battery type should be used on the L-Pet?

A/ A 3V lithium coin cell battery should be used

Q/ I am getting abnormal results on my L-Pet, what should I do/

A/ Ensure the code chip inserted in the meter corresponds to the vial of test strips being used. Make sure that the test strip is touched to the blood drop to ensure sample is taken up the test strip correctly. Check the lot number and expiry date of the test strips being used. Run a QC to check the analyser and strips are working as they should.

Troubleshooting

This section details the significant display screen messages and error codes you may encounter when using the L-Pet Veterinary Lactate Meter.

If you have further questions after reviewing these messages, call your authorised dealer.

Message	Problem	What To Do
"Code- - -"	The monitor has not been coded with a code card.	Insert the code card that is included in the test strip package into the code card port. Then, insert a test strip into the test strip holder.
"Code- - -"	The code card has been damaged.	Insert a new code card from a new package of test strips, follow the procedures on page 13, 'Coding the Meter'. If the problem persists, call the authorised dealer.

Message	Problem	What To Do
	The battery in the meter is running out of power.	Replace the battery.
	The temperature is out of the meter's operating range of 10°C to 40°C (50°F to 104°F) .	The meter needs to be moved to an area that is within the meter's operating range of 10°C to 40°C (50°F to 104°F) .
nt OK	Monitor Checker result fails. Used or defective test strip.	Repeat the test with a new test strip. If the problem persists, call the authorised dealer.

Message	Problem	What To Do
LO	The blood lactate result is lower than 0.7 mmol/L (6mg/dL)	Repeat the test to confirm the test result.
HI	The blood lactate result is higher than 22.2 mmol/L (200 mg/dL)	Repeat the test to confirm the test result.
Err	The meter is damaged.	Call the authorised dealer.