Failing Calibration for EnSURE & SystemSURE

Troubleshooting and Solutions

- 1. Reading chamber need to be cleaned if it is contaminated.
 - Insert your finger into the chamber and lift it out.
 - Soak in warm soapy water, rinse and completely dry it before replacing it back in the meter.

Click <u>here</u> for instructional video.

- 2. Remove any additional labels with the original product.
- 3. When activating the CalCheck, if the light turns red or remains dark, replace the battery in the CalCheck. CalCheck use specific kind of batteries "Panasonic". Click <u>here</u> for more info.
- 4. If the flap is not tucked, the lid will not completely close, allowing light into the read chamber. Simply re-tuck the rubber flap down and make sure the lid is closing completely.

Click <u>here</u> for instructional video.

If you still need help, please contact Hygiena Technical Support:

- Phone: 1-888-HYGIENA (1-888-494-4362, option 2)
- Email: techsupport@hygiena.com
- <u>Submit a Support Ticket</u> or click <u>here</u>.
- <u>Schedule a Microsoft Teams meeting with support</u> or click <u>here</u>.