



iLine Microsystems S.L.

Paseo Mikeletegi, 69 - 20009 Donostia - Gipuzkoa (SPAIN)

www.ilinemicrosystems.com

© 2021 iLine Microsystems. All rights reserved.
Made in Spain. This product is covered by patent
technology EP2201365(B1).

iLine Microsystems and microlNR are registered
trademarks of iLine Microsystems S.L.

Error code	Probable Cause	Possible Solution
E01	The Datamatrix could not be read or used Chip detected.	Ensure the Chip has not been previously used or is not damaged. Insert the same Chip again, ensuring correct insertion. If the problem persists, repeat the test with a new Chip. If, despite this, the problem is still not solved, the Meter may be damaged.
E02	Expired Chip.	Verify the date of the Meter. If the date is not correct, enter the current date (see section 2.4) and insert the same Chip again. If the date is correct, repeat the test with a new lot of Chips. Always verify the Chip expiry date.
E03	The 80-second countdown for sample application has been exceeded. Sample has not been correctly detected.	If the sample has not been applied yet, repeat the test with the same Chip. If the sample has been applied, repeat the test with a new Chip. Make sure to apply enough sample volume.
E04	Chip inserted upside-down.	Rotate the Chip and repeat the test. See picture at section 3.2.
E05	Wrong application of the blood sample.	Repeat the test with a new Chip. Make sure you do not block the Chip's entry channel and you are applying a sufficient amount of blood. Gently remove the finger after the blood application. Go to section 3.3 of the microINR Meter instructions. Verify proper Chip storage conditions (see microINR Chip instructions).
E06	Failure while checking the electronic components of the Meter.	Turn the Meter off and switch it on again. If the problem persists, the device may be damaged.
E07	Temperature below the defined range.	Verify that the temperature is above 59°F (15°C). Repeat the test in a warmer location. If the problem persists, the device may be damaged.
E08	Low battery.	Charge the device with the charger supplied by the manufacturer.
E09	Inadequate coagulation of the sample during the test. Irregularities during the test.	Repeat the test with a new Chip. Strictly follow instructions on obtaining and applying the sample (see section 3.2 and 3.3) and verify proper Chip storage conditions (see microINR Chips instructions).
E10	Possible Chip degradation (not correctly stored) or sample contamination.	Repeat the test with a new Chip. Strictly follow instructions on obtaining and applying the sample (see section 3.2 and 3.3). Review the Storage and Stability, Limitations and Interference Sections at microINR Chips instructions.
E11	Incorrectly inserted Chip. Chip used or damaged. Meter damaged.	Strictly follow instructions on inserting the Chip into the Meter (see section 3.2). Insert the same Chip again, ensuring its correct and complete insertion. If the problem persists, repeat the test with a new Chip. If, despite this, the problem is still not solved, the Meter may be damaged.
E12	Temperature above the defined range.	Verify that the temperature is below 104°F (40°C). Repeat the test in a cooler location. If the problem persists, the Meter may be damaged.
E13	Wrong Chip reference.	Make sure your Chip reference begins with CHC.
E14/15	Error while processing the sample during the test. Possible Chip degradation (not correctly stored) or Chip damaged. The device has been hit or moved abruptly during the test.	Repeat the test with a new Chip. Verify proper Chip storage conditions (see microINR Chips instructions). Do not hit/touch or move the Chip or Meter during the test.
E16	Inadequate coagulation of the sample during the test. Contaminated sample or sample with abnormally high INR values.	Repeat the test with a new Chip. Strictly follow instructions on obtaining and applying the sample (see section 3.2 and 3.3). Review the Storage and Stability, Limitations and Interference Sections at microINR Chips instructions.
E17	Error while processing the sample during the test. The device has been hit or moved abruptly during the test. Chip damaged.	Repeat the test with a new Chip. Strictly follow instructions on obtaining and applying the sample (see section 3.2 and 3.3). Do not hit/touch or move the Chip or Meter during the test. Verify proper Chip storage conditions (see microINR Chips instructions).
E18	Wrong application of the blood sample or unusual/abnormal sample.	Repeat the test with a new Chip. Strictly follow instructions on obtaining and applying the sample (see section 3.2 and 3.3). Make sure to apply enough sample volume in a single attempt. If error E18 is displayed again, contact your healthcare provider (your hematocrit value defined for the microINR System may be out of range).