

Easy Step

Blood Glucose Monitoring System

User's Manual

For in vitro diagnostic use only



GLUCOSE
Monitoring System

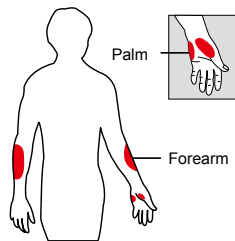
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Important Information

Available Alternate Sites Testing : Palm and Forearm.

Easy Step Blood Glucose Monitoring System provides you with alternate site testing (AST). This system allows you to test on the palm and the forearm.



There are limitations for doing AST. Please consult your healthcare professional before you do AST.

Alternate site results differ from fingertip results when glucose levels are changing rapidly such as after a meal, after taking insulin, during exercise, or when you are ill or under stress. Use blood from a fingertip rather than an alternate site if:

- you think your blood glucose is low,
- you don't regularly have symptoms when your blood glucose is low, or
- how you feel doesn't match the results from the alternate site.
- when you have just taken insulin, or any time during or after exercise.
- when there are unknown variables occurring in your day, such as illness.
- whenever you are about to drive.

CAUTION:

1. Physiologic differences in the circulation between the finger and other test sites like the forearm and palm may result in differences in blood glucose measurements from the other test sites and your fingertips. Changes in blood glucose may be observed in finger blood samples sooner than blood samples from the forearm and other alternate sites. Rub the alternate test sites about 20 seconds before lancing. If you are testing for hypoglycemia (low blood glucose), or if you suffer from hypoglycemia unawareness, we recommend that you test on your fingertips.
2. Talk to your doctor to see if alternate site testing is right for you. With a little bit of education, you can give your fingertips a rest and maybe test more often than you do now. For people with diabetes, more frequent testing is a good thing. Just remember: any time you want to be sure of an accurate, up-to-date blood glucose reading, test on your fingertip.
3. We strongly recommend you do AST **ONLY** in the following intervals:
 - In a pre-meal or fasting state (more than 2 hours since the last meal).
 - Two hours or more after taking insulin.
 - Two hours or more after exercise.

DO NOT use AST if:

- You think your blood glucose is low.
 - You are unaware of hypoglycemia.
 - Your AST results do not match the way you feel.
 - You are testing for hyperglycemia.
 - Your routine glucose results are often fluctuating.
 - If you are pregnant.
-
- Low or high blood glucose readings can indicate a potentially serious medical condition. If your blood glucose reading is unusually low or high, or if you do not feel the way your reading indicates, repeat the test with a new test strip. If your reading is not consistent with your symptoms or if your blood glucose result is less than 60 mg/dL (3.3 mmol/L) or higher than 240 mg/dL (13.3 mmol/L) you should contact your healthcare professional and follow his or her treatment advice.
 - Any change or administer of medication based on the Easy Step blood glucose test results without the consent and advice of a physician or healthcare professional is not recommended.
 - Severe dehydration and excessive water loss may cause false low results. If you believe you are suffering from severe dehydration, consult your physician immediately.

Introduction

Thank you for choosing the Easy Step Blood Glucose Monitoring System, the latest advancement in biosensor technology. As you already know, self monitoring of blood glucose (SMBG) is a necessary part of the treatment plan of people with diabetes mellitus. The Diabetes Control and Complications Trial (DCCT) has confirmed the significant benefits from SMBG when practiced as part of a larger intensive strategy to tightly control blood glucose concentrations.

Adapted for its ease of use and quick response time, the Easy Step System has the ability to process accurate results utilizing only a small volume of blood for in vitro diagnostics. The Easy Step Blood Glucose Monitoring System is intended for use in the home and in professional settings to monitor whole blood glucose levels obtained from the fingertip, palm and forearm. This is an over the counter (OTC) product.

Please read the entire User's Manual carefully before using this product.

About the Product

Your Easy Step System is made up of several components. This booklet is designed to guide you through the operation of the system with detailed directions and pictures.

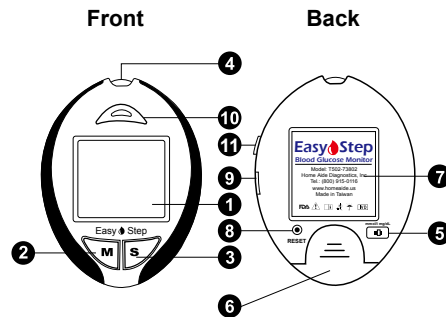
Your Easy Step System Kit contains:

- Easy Step Meter
- One vial of Easy Step Test Strip (10 strips)
- One Lancing Device
- Ten Lancets
- One Control Solution
- One carrying case
- User's Manual
- Log book
- Quick Reference Guide

Meter only contains:

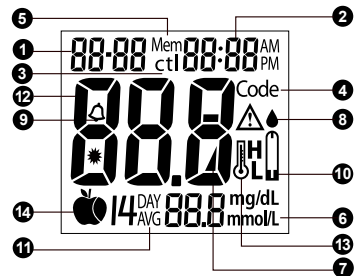
- Easy Step Meter
- One carrying case
- User's Manual
- Quick Reference Guide
- Log book

About the Easy Step Meter



- 1. Display** Your test results are displayed here. The large, easy to read screen guides you through the test by using numbers and symbols.
- 2. M Button** The **M** button is used to set time, select, enter the memory mode to show the most recent result and turn the Meter on and off.
- 3. S Button** The **S** button is used to set alarm, select year, month, day, time, enter control solution mode and read consecutive 7/14/30-days average results.
- 4. Test Port** This is where you insert the Test Strip into the Meter.
- 5. Unit Switch** Switch for mmol/l or mg/dL.
1 mmol/l = 18 mg/dL
- 6. Battery Cover**
- 7. Label**
- 8. Reset Button** Press this button to re-set the system.
- 9. Data Port** Connect interface cable to transfer data.
- 10. Strip Ejection Button** Push button to eject the used strip.
- 11. Backlight Button** Turn backlight on and off. If ON, it will stay ON for 30 seconds and turn off automatically.

About the Easy Step Meter Display



1. **Date**

2. **Time**

3. **Control Solution Test**

Appears when doing a control solution test and marking the result as a control solution test.

4. **Code Symbol** Appears with the code number in use.

5. **Memory Symbol** Indicates in memory mode.

6. **Units of Measurement** Unit of mmol/l or mg/dL will appear with the test result.

7. **Battery Symbol** Appears when the battery is low or must be replaced.

8. **Blood Drop Symbol** Flashes when it is ready to apply sample to Test Strip.

9. **Alarm Function Symbol** Appears when the clock alarm is set.

10. **Test Strip Symbol** Appears to tell you when the meter is ready for test.

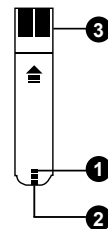
11. **Day Average Symbol** Shows the average value of test results.

12. **Test Result Area** Display test results.

13. **Temperature Message** Appears if your meter is out of operating temperature range.

14. **Meal Indicator** Pre-meal 🍏 and Post-meal 🍏

About the Easy Step Test Strip



The Easy Step Test Strip is used to perform the blood glucose test in conjunction with the Easy Step Meter.

Each strip can be used only once.

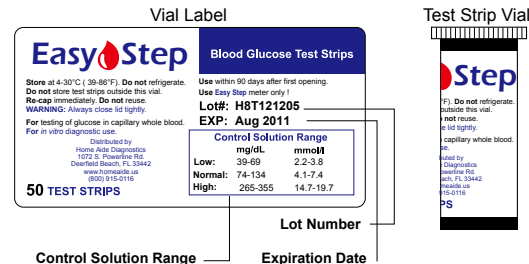
The Test Strip consists of the following parts:

1. **Confirmation Window** This is where you can confirm that enough blood has been applied to the target area.

2. **Target Area** This is where blood is drawn into the Test Strip.

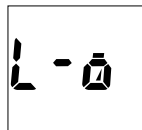
3. **Contact Bar** This end of the Test Strip is inserted into the Test Port to activate the Meter (**white side face up**).

About the Easy Step Test Strip Vial



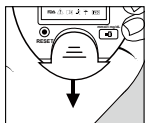
Installing/Replacing the Battery

When the battery is low, the Meter will show a warning signal. When this display appears, it is time to replace a new battery. When the low battery warning signal is shown, the Meter will provide accurate results for approximately 50 more measurements.

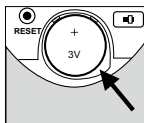


How to replace the battery

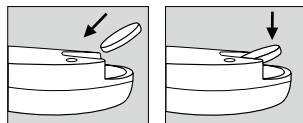
1. From the back of the Meter, gently slide and remove the battery cover. (Fig.1)
2. To remove the battery, simply lifting it from the bottom right hand corner. (Fig.2)
3. Insert a 3-Volt Lithium battery (CR-2032) at an angle, then press it into the battery slot with the "+" side facing up. (Fig.3)
4. Slide battery cover back into place. (Fig.4)



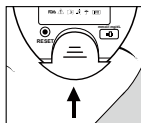
1



2



3



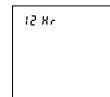
4

Setting Up the Meter

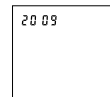
To turn the Meter on, first insert a battery, then press the reset button located at the back of the Meter and proceed with the following instructions.

Setting up the date, time

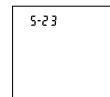
1. Press the **M** button for 4 sec to enter setting mode. Press and release **S** button to choose "24Hr" or "12Hr" display. With your favorite clock mode, press **M** button and the year setting will be appeared. Press and release the **S** button until the correct year appears. (Fig.1)
2. To enter the year and move on to choose the month, press the **M** button. To change the month, press the **S** button. (Fig.2)
3. To enter the month and move on to choose the day, press the **M** button. To change the day, press the **S** button. (Fig.3)
4. To enter the day and move on to choose the hour setting, press the **M** button. (Fig.3)
5. To change the hour, press the **S** button. To enter the hour and move on to change the minutes, press the **M** button. (Fig.4)
6. To change the minutes, press the **S** button then press **M** button to finish setting and turn off the meter. (Fig.4)



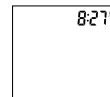
(Fig.1)



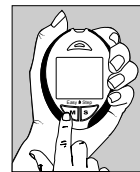
(Fig.2)



(Fig.3)

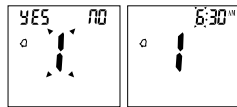


(Fig.4)



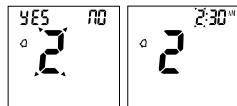
Setting up alarm

1. Press **S** button for 4 sec to enter this mode. To set the first alarm, press the **M** button (y). If you press **S** button (n), it will turn off the meter. To change the hour, press **S** button. To enter the hour and move on to change the minutes, press **M** button. To change the minutes, press **S** button. To enter the minutes and move on to choose the second alarm setting, press the **M** button. (Fig.5)



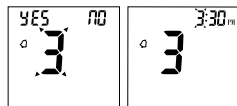
(Fig.5)

2. To set the second alarm, press the **M** button (y). If you press **S** button (n), it will turn off the meter. To change the hour, press **S** button. To enter the hour and move on to change the minutes, press **M** button. To change the minutes, press **S** button. To enter the minutes and move on to choose the third alarm setting, press the **M** button. (Fig.6)



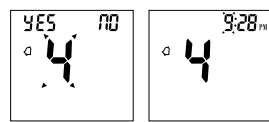
(Fig.6)

3. To set the third alarm, press the **M** button (y). If you press **S** button (n), it will turn off the meter. To change the hour, press **S** button. To enter the hour and move on to change the minutes, press **M** button. To change the minutes, press **S** button. To enter the minutes and move on to choose the fourth alarm setting, press the **M** button. (Fig.7)



(Fig.7)

4. To set the fourth alarm, press the **M** button (y). If you press **S** button (n), it will turn off the meter. To change the hour, press **S** button. To enter the hour and move on to change the minutes, press **M** button. To change the minutes, press **S** button and press **M** button to turn off the meter. (Fig.8)



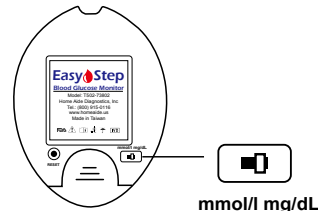
(Fig.8)

Note: When the alarm is ringing, press **S** or **M** button to turn off or alarm will turn off automatically after 30 sec.

Unit selection

Select unit, mg/dL or mmol/l on the back of the meter.

Note: The mg/dL is the standard unit in the United States. Meters used in the United States must be set to read in mg/dL.



Control Solution Test

The Control Solution is used to check and ensure that the Easy Step Meter and Easy Step Test Strip are working together properly and that you are performing the test correctly.

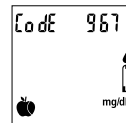
When to perform a control solution test

1. When you are using your Blood Glucose Monitoring System for the first time.
2. When you are using a new batch of Test Strips.
3. Anytime you question the performance of the system, or on a regular basis to ensure accuracy, e.g. once a week.
4. When you adjust your diabetic medication plans.
5. When your blood glucose test result is lower or higher than your normal level.

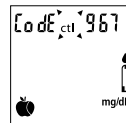
Note: Easy Step system uses three Control Solutions at different desired range of aqueous glucose (Low, Normal or High). Two levels of control solution should be performed. Refer to your Control Solution package insert for more information. For order information, please call Customer Service.

Perform a control solution test

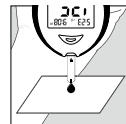
1. Make sure the Control Solution is at room temperature (59 to 95°F or 15 to 35°C) prior to testing.
2. Insert a Test Strip, white side face up, Contact Bar's end first, into the test port. The Meter will automatically turn on.
3. All segments of the LCD display will appear, a beep will sound and the code number will appear followed by a flashing "♦" symbol. (Fig.9)
4. After the "♦" symbol appears, press the **S** button for 3 sec to switch control solution mode. The "ctl" symbol indicates that the Meter will mark your current test as a Control Solution test. Now you are ready to apply the Control Solution.(Fig.10)
5. Discard the first drop of Control Solution and squeeze a small drop of Control Solution on a clean nonabsorbent surface (such as a clean piece of wax paper). **Do not apply Control Solution to the Test Strip directly from the bottle.** (Fig.11)
6. Bring the tip of the Test Strip to lightly touch the drop of Control Solution. Control Solution is automatically pulled into the strip through the tip. Hold until the meter beeps. The meter will now be counting down from 5 to 1 and the Control Solution test result will appear. (Fig.12)



(Fig.9)



(Fig.10)



(Fig.11)



(Fig.12)

Caution: Please remember that in order to prevent contamination, follow the above instructions for performing the Control Solution test.

Comparing control solution results

The Easy Step is functioning properly if the result falls inside the specified range printed on the Test Strip vial. If the test result falls outside the specified range, repeat the test.

Results falling outside the specified range may be caused by:

- Error in performing the test
- Control solution temperature is lower than 59°F(15°C) or higher than 95°F(35°C)
- Expired or contaminated Control Solution
- Expired or contaminated Test Strips
- Meter malfunction

If the problem persists, the system may not be working properly. DO NOT continue to use the system to test your blood glucose level. **If you continue to get results that fall outside the specified range, please call Customer Service.**

Note: The result testing in the Control Solution test “ctl” mode will not be incorporated into the average results function.

Testing Your Blood Glucose Level




Before testing blood glucose, you need the following items:

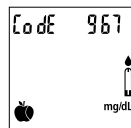
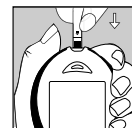
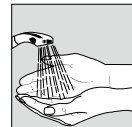
1. Easy Step Meter
2. Easy Step Test Strip
3. Lancing Device
4. Sterile Lancet

Caution: To reduce the chances of infection:

- **Never** share a lancing device and lancet with another person.
- **Always** use a new and sterile lancet. Lancets are for single use only.
- **Always** use a new Test Strip.
- **Test Strips** are for single use only.
- **Do not** get lotion, oil, dirt or debris in or on the lancet and lancing device.

Preparation for testing

1. Wash hands using soap and warm water. Rinse and dry thoroughly.
2. Pull out a Test Strip from the vial and re-cap the vial immediately.
3. Insert the Test Strip, white side face up, into the test port.
4. A beep will sound and the code number will appear followed by a flashing “” symbol.
5. You can press and release **M** button to select the meal indicator for marking the test as pre-meal or post-meal test. Indicator for meal: Pre-meal  and Post-meal 
6. Now you are ready to obtain a blood sample.



Obtaining a blood sample

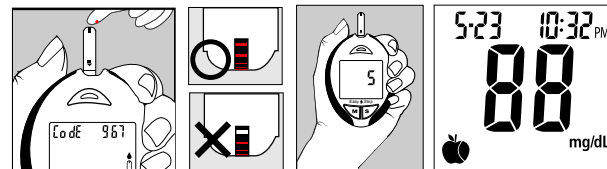
SAMPLE MAY BE OBTAINED FROM FINGER, PALM or FOREARM.

For further instructions please see the insert provided with lancing device.

1. Unscrew and remove the endcap of the lancing device.
2. Insert the lancet into the lancet holder.
3. Remove the protective lancet cover to expose the sterile needle tip.
4. Recapping and screwing the endcap to the body of the lancing device.
5. Pull back on the cocking mechanism until it comes to a stop.
6. Place the lancing device firmly against the finger tip and press the release button.
7. After sampling, remove the endcap containing the used lancet carefully.
8. Remove the lancet from the lancing device. Discard the used lancet properly in accordance with local, state, and federal law.

Applying a blood sample to the Easy Step Test Strip

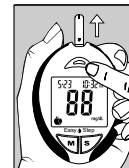
1. After obtaining a blood sample, place the drop onto the test well of the Test Strip. Blood is automatically drawn into the Test Strip.
2. As soon as enough blood has filled the Confirmation Window (see figure) of the Test Strip, the Meter will beep and begin counting down from 5 to 1. Your blood glucose result will appear on the LCD display and will be stored into the Meter memory automatically.



Note: To ensure accurate results, make sure the Confirmation Window of the Test Strip is completely filled with your blood sample.

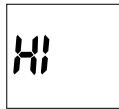
3. After the test result appears, if no further tests are performed, the Meter will automatically shut off after 4 minutes.
4. After finishing the test, you can push the strip eject button to remove the used strip or use a tissue to remove Test Strip from the Meter for proper disposal.

Warning: Always discharge the used test strip into suitable waste container. Please **DO NOT** point the test strip at people or animal when ejecting, and avoid pointing at eyes, nose, and mouth while test strip is in load position.

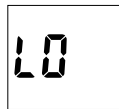


HI and LO readings

1. The test results range between 20 to 600 mg/dL (1.1 to 33.3 mmol/l). If a “HI” message appears on the display, your Meter has detected that your blood glucose level is higher than 600 mg/dL(33.3 mmol/l). It is suggested that you review your testing procedure and test again with a new Test Strip to confirm the result. **If the same result occurs, consult your healthcare professional immediately.** (Fig.13)
2. If a “LO” message appears on the display, your Meter has detected that your blood glucose level is lower than 20 mg/dL (1.1 mmol/l). It is suggested that you review your testing procedure and test again with a new Test Strip to confirm the result. **If the same result occurs, consult your healthcare professional immediately.** (Fig.14)



(Fig.13)



(Fig.14)

Memory Features

The Easy Step Meter automatically stores the 300 most recent blood glucose results with date and time in its memory. It also provides you with a consecutive 7/14/30-day average of your blood glucose test results.

Read 300 test results

1. Press the **M** button to turn on the Meter. All segments of the LCD display will appear. The date and time will appear first, and the most recent result will be shown on LCD display.
2. Press **S** button, the meter will recall the last 300 test result accordingly. When the memory is full, the oldest result will be removed and replaced with the newest result. To exit the memory mode, press **M** button at anytime to turn off the meter or Meter will shut down automatically after 4 minutes with no further action.



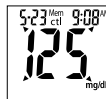
Read control solution and average test results

1. Press **S** button, the control solution result will be shown on display.*
2. Press and release **S** button, the consecutive 7/14/30-days pre-meal and post-meal average test results will be shown on display accordingly.*
3. At the end of the memory, “000” will show on the display. Then press **S** button again or press **M** button at any time to turn off the meter.

Note: * If there is no test result during this stage, the next test result will directly appear on the display. The consecutive 7/14/30-day pre-meal and post-meal average is calculated from the blood glucose results obtained during the last consecutive 7/14/30-day.

To record your results

We have provided a log book for your recording convenience. To learn more about how to record your results, please refer to the log book for further instructions.



Transfer Test Results to a Computer

You can use your meter with Easy Step Health Management Software to transfer test results to your personal computer.

1. Obtain the required software and cable

For order information please call Home Aide Customer Service or visit website of www.homeaide.us.

2. Install the software on a computer

Follow the instructions provided with software to install the software.

3. Get ready to transfer test results

Connect the interface cable to the data port located on the side of the meter with the meter turn off. Then connect the other end of interface cable to a serial port on your computer. The “PC” will appear on the display indicating that the meter is in the communication mode.

4. Transfer data.

Follow the instructions provided in the software to download the results from the meter. After finishing the data transfer, press **M** button or remove interface cable to turn off the meter.



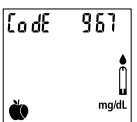

Note: While in the communication mode, you will be unable to perform a blood glucose test. If the meter is not in the PC link mode, it will not respond to computer commands.



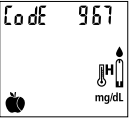
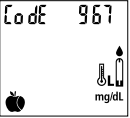
Care and Storage

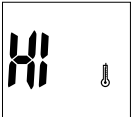

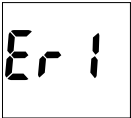
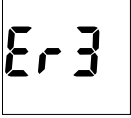
1. Handle the Meter with care. Dropping or throwing the Meter may cause damage to the device.
2. Do not expose the Meter, Test Strips, and Control Solution to extreme conditions, such as high humidity, heat, freezing cold or dust.
3. Always wash hands with soap and water and rinse and dry completely before handling the Meter and Test Strips.
4. When cleaning the Meter, gently wipe the exterior surface using a damp soft cloth. **DO NOT USE ANY ORGANIC SOLVENT** for cleaning.
5. The Meter should be stored at room temperature in a dry and clean space. **DO NOT STORE IN DIRECT SUNLIGHT OR AREAS WITH HIGH HUMIDITY AND/OR DUST.** It is advised that you store the Meter and its accessories into the provided carrying case.

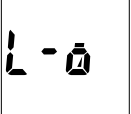
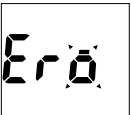
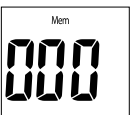

For healthcare professionals using this system on multiple patient, please be aware that all items that come in contact with human blood should be handled as potential biohazards. Users should follow the guidelines for prevention of blood-borne transmittable diseases in a healthcare setting for potentially infectious human blood specimens as recommended in the National Committee for Clinical Laboratory Standards, Protection of Laboratory Workers from Instrument Biohazards and Infectious Disease Transmitted by Blood, Body Fluids and Tissue: Approved Guideline. NCCLS document M29-A [ISBN 1-56238-339-6].


Display Messages

DISPLAY	WHAT IT MEANS	ACTION
	System check for verifying that all segments of the Meter are functioning.	No Action Necessary.
	This is the code number in use.	No Action Necessary.
	The system is ready to accept a blood sample.	You may now apply a blood sample. Press M button to set pre-meal or post-meal.
	The system is ready to accept a Control Solution sample.	You may now apply a drop of Control Solution sample.

DISPLAY	WHAT IT MEANS	ACTION
	Meter detects blood glucose level is higher than 600 mg/dL(33.3 mmol/l).	Indicates high blood glucose level. Repeat test. If result still occurs, consult your physician immediately.
	Meter detects blood glucose level is lower than 20 mg/dL (1.1 mmol/l).	Indicates low blood glucose level. Repeat test. If result still occurs, consult your physician immediately.
	Temperature is high during the test procedure.	Result may be larger variation. Move to a cooler environment (50 - 104°F or 10 - 40°C) and wait 15 minutes before re-testing.
	Temperature is low during the test procedure.	Result may be larger variation. Move to a warmer environment (50 - 104°F or 10 - 40°C) and wait 15 minutes before re-testing.

DISPLAY	WHAT IT MEANS	ACTION
	Temperature is too high to perform the test.	Repeat the test in a cooler setting (50 - 104°F or 10 - 40°C). Wait 15 minutes before re-testing.
	Temperature is too low to perform the test.	Repeat the test in a warmer setting (50 - 104°F or 10 - 40°C). Wait 15 minutes before re-testing.
	An error message indicating a problem with the Test Strip.	Review the instructions and try again with a new Test Strip.
	An error message indicating a problem with the Meter.	Press “reset” button and check the meter again. If the problem persists, contact Customer Service for help.

DISPLAY	WHAT IT MEANS	ACTION
	Battery power is low. Meter will provide approximately 50 more measurements.	Replace with a new 3-Volt lithium battery (CR-2032).
	Battery power is too low for further usage.	Replace with a new 3-Volt lithium battery (CR-2032) immediately.
	All testing values recorded in the memory have been shown.	Press M or S button or wait for 4 minutes to turn off the meter.
	The setting alarm is ringing to remind of doing the blood glucose test.	Press M or S button to shut off or the alarm will turn off automatically after 30 sec.

DISPLAY	WHAT IT MEANS	ACTION
	The meter is in the PC communication mode.	Follow the instructions provided in the software to download the test results from the meter.

Other problems hat may occur	Action
The Test Strip has not been inserted into the Meter properly.	Review the instructions and re-insert the Test Strip correctly (white side face up).
Defective Test Strip.	Replace with a new Test Strip.
Insufficient blood sample.	Repeat the test with new Test Strip.
Test Strip remains in the test port for more than 4 minutes prior to testing.	Meter will automatically turn-off. Re-insert the Test Strip to the test port.
LCD display on the Meter is blank when trying to perform a test.	Contact Home Aide Customer Service for help.

Specifications

Operating Conditions:	50°F - 104°F(10°C - 40°C) and 10 - 90% RH
Hematocrit:	35 - 55%
Test Sample:	Capillary Whole Blood from Fingertip, Palm and Forearm
Sample Volume:	>0.5 uL
Measuring Unit:	mg/dL or mmol/L
Measuring Range:	20 - 600 mg/dL (1.1 - 33.3 mmol/L)
Test Time:	5 sec
Memory Capacity:	300 most recent results
Average:	7/14/30 days average results
External Output	USB data port
Power supply:	One 3-Volt lithium battery (CR-2032)
Battery Life:	Approximately 1000 tests
Dimension and Weight:	79 x 60 x17 mm ; 55 g

Limitations of the Procedure

Caution: The Easy Step System is designed for in vitro use only and is not intended to test on newborns.

The Easy Step Test Strips are designed for use with fresh capillary whole blood samples obtained from the fingertip, palm and forearm. False results may occur when performing the test while severely dehydrated, severely hypotensive, in shock or in a hyperglycemic-hyperosmolar state. If you believe you are suffering from any of the above symptoms, consult a healthcare professional immediately.

Service and Warranty

IMPORTANT: The Easy Step Blood Glucose Monitoring System is designed for in vitro diagnostic use only. Home Aide cannot endorse the performance of the Easy Step System when used with Test Strips other than those designed for the Easy Step Meter. The Easy Step System manufacturer warranty is valid only when used properly within the guidelines of the provided User's Manual and is invalid when the Easy Step System and Easy Step Test Strip are used improperly.

Warranty

Home Aide guarantees that this device will be free of defects in materials and workmanship for a period of three years from the date of original purchase. During the stated three-year period, our company shall repair or replace any Easy Step Meter found defective with a new Easy Step Meter.

This warranty does not apply to the performance of a Easy Step Meter that has been accidentally damaged, altered, misused, tampered with or abused in any way. In no event shall our company be liable to the purchaser or any other person for any incidental, consequential, or punitive damages arising from or in any way connected with the purchase or operation of the Easy Step Meter or its parts.

For manufacturer warranty services, purchaser must contact Home Aide for help.



Keep dry



Read Instructions for use



Keep away from sunlight



Caution, consult accompanying documents



In Vitro Diagnostics Medical Device

Customer Service

If you have any questions or concerns regarding this product and or its operation, or any attempt to correct a problem fails, please call our Customer Service. Our trained specialists will be happy to assist you, train you, or even reaffirm your results.

Customer Service Hotline:

1-800-915-0116

website: www.homeaide.us

When you call our Customer Service, please have your Easy Step Meter, Easy Step Test Strip and all other system supplies available. This will allow us to answer any of your questions with speed and efficiency.

Note

Note

Note

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Revision:03



Home Aide Diagnostics, Inc.
1072 S. Powerline Rd.
Deerfield Beach, FL 33442
Tel.: (800)915-0116
www.homeaide.us