American
Health
Gate

Blood Glucose Monitoring System
AHG-2022

Instruction Manual

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Blood Glucose Monitoring System

The AHG blood glucose monitoring system is designed for easy testing of blood glucose and helps you to keep your blood glucose under control.

Read this Instruction Manual carefully before you use your meter system. This manual will help you to become familiar with using the AHG blood glucose monitoring system and get reliable test results. Please keep your Instruction Manual in a safe place; you may want to refer to it in the future.

Principle and Intended Use

The AHG system is composed by AHG-2022 Blood Glucose Meter and AHG Blood Glucose test strips. The AHG Blood Glucose Monitoring System is intended to quantitatively measure the glucose concentration in fresh capillary whole blood samples drawn from the fingertips. It is intended for use by persons with diabetes at home as an aid to monitor the effectiveness of diabetes control. It is not intended for neonatal use or for the diagnosis of or screening for diabetes.
This system is intended for self-testing outside the body (in vitro diagnostic use) and should only be used by a single person and should not be shared.

This meter is not intended for use in healthcare or assisted-use settings such as hospitals, physician offices, or long-term care facilities because it has not been cleared by FDA for use in these settings, including for routine assisted testing or as part of glycemic control procedures. Use of this meter on multiple patients may lead to transmission of Human Immunodeficiency Virus (HIV), Hepatitis C Virus (HCV), Hepatitis B Virus (HBV), or other bloodborne pathogens.

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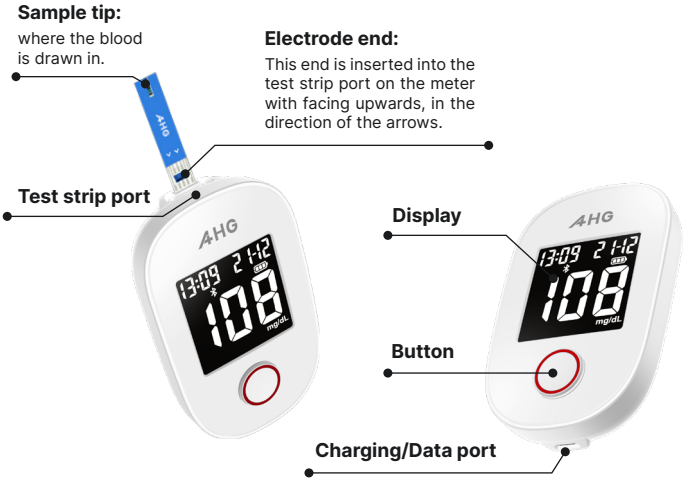
Your Meter System Overview

The AHG Blood Glucose Meter and AHG Blood Glucose Test Strip.



Your Meter Display

The picture on the next page shows all the symbols that appear on your meter display. Please make sure the display is working properly before testing.

When the meter is off, press and hold power to see the complete display. All display segments will appear exactly like the picture on the next page. If you need more time to check the display, repeat the above operation.

All of the segments should be clear and exactly like the picture below. If not, contact 24/7 AHG Customer Support at +1 888 881 3479 for help. Please contact your health care professional if you need help.

Icon	What it Means
88-18	The top right area on the screen indicates the date.
88:88	The top left area on the screen indicates the time.
	Indicates empty battery or battery needs to be recharged
88.8	The center area on the display, this shows test results or error codes.
	Indicates the system is ready to do a test.
	Control test result.
mg/dL	Test results are displayed as mg/dL
	Indicates success Bluetooth communication.
	The meter failed to sync with the Smartphone.
M	Memory.

Notes:

Your AHG meter is pre-set with a beep sound function, the meter will beep when:

- *turn on the meter.*
- *insert the test strip and it is ready for blood or control solution to be applied.*
- *sufficient blood or control solution is drawn into the test strip.*
- *the test is complete.*
- *it is time to perform a test if you set the test alarms.*
- *if any error occurs during operation.*

Meter Use and Precautions

- The meter is pre-set to display blood glucose concentration in milligrams per deciliter (mg/dL) by default.
- Meter will shut off by itself after 2 minutes of inactivity.
- Do not get water or other liquids inside the meter.
- Keep the strip port area clean.
- Keep your meter dry. Avoid exposing it to extremes of temperature or humidity. Do not leave it in your car.
- Do not drop the meter or get it wet. If you do drop the meter or get it wet, check the meter by running a quality control test. Refer to **Quality Control Test** for instructions.
- Do not take the meter apart. Taking the meter apart will void the warranty.
- Refer to the **Caring for Your Meter** section for details on cleaning the meter.
- Keep the meter and all associated parts out of reach of children.

Note: *Follow proper precautions and all local regulations when disposing of the meter and used batteries.*

Important Safety Information

- The meter is single patient use. Do not share them with anyone including other family members! Do not use on multiple patients!
- Always keep the test strips in the original vial. Tightly close the vial immediately after you have removed the test strip.
- Do not use the meter if it is dropping into water or splashing water on to it.
- Wash and dry your hands well before and after testing.
- Test strips and safety lancets are for single use only.
- Do not drop blood directly on the flat surface of the test strip.
- Check the expiry dates and discard dates on your test strips vial label and control solution bottle label.
- Use only AHG Blood Glucose Test Strips with your AHG Blood Glucose Meter.

- Use only AHG control solution with your AHG Blood Glucose Test Strips with your AHG Blood Glucose Meter.
- Please contact your physician or diabetes health care professional if you determine to make a change on your current therapy or diet activity based on test results.
- If the system is used in a manner not specified by the manufacturer, the protection provided by the system will be impaired.

⚠ Potential Biohazard

All parts of the kit are considered biohazardous and can potentially transmit infectious diseases, even after you have performed cleaning and disinfection.

Notes:

1. The meter and safety lancet are for single-patient use. Do not share them with anyone including other family members! Do not use on multiple patients!

2. All parts of the kit are considered biohazardous. They can potentially transmit infectious diseases from blood-borne pathogens, even after you have performed cleaning and disinfection. Please follow proper precautions when handling your meter and safety lancet.

3. For more information, please refer to the FDA Public Health Notification: "Use of Fingerstick Devices on More than One Person Poses Risk for Transmitting Bloodborne Pathogens: Initial Communication" (2010) at: http://www.fda.gov/MedicalDevices/Safety/AlertsandNotices/ucm224025.htm.

You may also refer to the CDC Clinical Reminder: "Use of Fingerstick Devices on More than One Person Poses Risk for Transmitting Bloodborne Pathogens" (2010) at: http://www.cdc.gov/injectionsafety/FingerstickDevicesBGM.html.

Limitations

- For single-patient use only.
- Very high (above 70%) and very low (below 20%) hematocrit levels can cause false results. Talk to your health care professional to find out your hematocrit level.
- If you are taking vitamin C (ascorbic acid in your blood > 3 mg/dL) then your glucose results using this meter may not be reliable.
- Patients undergoing oxygen therapy may cause false result.
- Not for use on patients with critical illness.
- Not for use on patients in shock, or with severe dehydration or from patients in a hyperosmolar state (with or without ketosis).
- The AHG Blood Glucose Monitoring System should not be used following xylose absorption procedures.
- Not for neonatal use.
- Not for screening or diagnosis of diabetes mellitus.
- Not for use in hypotensive individuals.
- Do not use at altitudes above 13123 ft (4,000 meters) above sea level.
- This meter is not intended for use in healthcare or assisted-use settings such as hospitals, physician offices, or long-term care facilities because it has not been cleared by FDA for use in these settings, including for routine assisted testing or as part of glycemic control procedures. Use of this meter on multiple patients may lead to transmission of Human Immunodeficiency Virus (HIV), Hepatitis C Virus (HCV), Hepatitis B Virus (HBV), or other bloodborne pathogens.

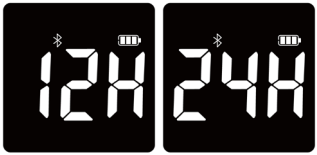
Note: *The system is tested to accurately read the measurement of glucose in whole blood within the range of 20 to 600 mg/dL.*

Before you use your meter for the first time, you must check and update your meter settings.

Set the Time and Date

1. Set the Clock

When the meter is off, press and hold ◌ until the meter beeps to enter the set up mode. Then set the clock for either 12 or 24 hour mode Press ◌ to adjust it then press and hold ◌ to save your choice and start setting the year, month and date.



2. Set the Date

The year will now flash. Press ◌ to adjust it then press and hold ◌ until the meter beeps to set. Then it will shift to next digit for setting. Repeat the above action until the year setting is completed.

The month will now flash. Press ◌ to adjust the month, press and hold ◌ until the meter beeps to set.

The date will now flash. Press ◌ to adjust the date, press and hold ◌ until the meter beeps to set. Then it will shift to next digit for setting. Repeat the above action until the year setting is completed.

Note: *Before you first time use your meter system for testing, please adjust the meter settings to set the date and time, ensuring that results stored in the memory are shown with the correct date and time.*

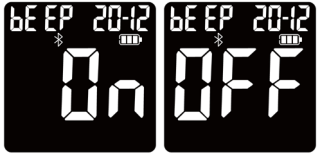
3. Set the Time

If you select 12 hour mode, you could select “AM” or “PM” before you setting the hour. The, the hour will now flash. Press ◌ to adjust the current hour, press and hold ◌ until the meter beeps to set. Then it will shift to next digit for setting. Repeat the above action until the hour setting is completed.

The minute will now flash. Press ◌ to adjust the minute, press and hold ◌ to set.

4. Set the Audio Feature

After set the time, press ◌ to select “On” or “OFF”. Press and hold ◌ to set.



Now you have completed the meter set up. A symbol of a test strip appears letting you know the meter is ready to test.

Pairing Your Meter with the Smartphone

Pairing prepares your AHG Meter and Smartphone to communicate with each other. The devices must be within 5 meters of each other to pair and sync. Download the MedM app before pairing your meter and Smartphone.

Note: *it's compatible with Android 4.3 or above, and iOS 8.0 or above.*

⚠ ***WARNING***
Do Not pair another person's meter with your Smartphone.

Syncing to Send Results Wirelessly to the App

The first time you sync, the Smartphone will set the time in the meter. The Smartphone checks and updates the date and time in your meter each time you sync. Check the date and time on your Smartphone often to be sure they are correct.

Note: *It is important to sync the meter and app before testing for the first time. This will ensure that the correct date and time are attached to your test results. Any glucose results from tests taken before your initial Sync will never be sent to the app.*

To pair the Smartphone with your meter, turn your meter on and follow these steps:

1. When you turn on your meter, the (ᛒ) symbol will appear to indicate Bluetooth® is on.
2. To turn on Bluetooth® on your Smartphone.
3. Open the MedM app on the Smartphone.
4. "√" will appear on the app to notify you that the meter is communicating with the app.

After the Syncing, the app will display a list of any new blood glucose results sent from the meter.

Using Your Meter Without the App

The meter can be used without a Smartphone or the app. You can still test your blood glucose and review your last result on the meter screen. To review additional results in the meter memory, you can download to a computer.
However, no date and time will appear with results unless you have downloaded the app, paired your meter with your Smartphone and initially synced your meter with the app.

Set up your meter correctly and have all the materials you will need ready before you begin the testing. This including your AHG meter, the AHG test strips and AHG lancing device with AHG lancets.

Preparing the Test Strip

1. Wash and dry your hands well before testing.

2. Remove a test strip from the test strip vial. Tightly close the vial cap immediately after you have removed the test strip.

3. Insert the test strip into the meter in the direction of the arrows. The meter turns on after a beep.

4. A symbol with a test strip with a flashing blood drop will appear letting you know the meter is ready to test.

Note:

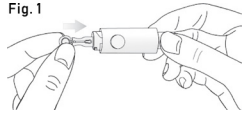
Check the expiration and discard dates on the test strip vial. All expiration dates are printed in Year-Month-Day format. 2025-01-01 indicates 1st January, 2025. Your AHG test strips have 4 months shelf life after you first open the test strip vial. Write the discard date on the vial label when you first open it. Make sure the test strip does not appear damaged. Prior to testing, wipe the test site with an alcohol swab or soapy water. Use warm water wash hands to increase blood flow if necessary. Then dry your hands and the test site thoroughly. Make sure there is no cream or lotion on the test site.

Preparing the Lancing Device

INSERTINGTHE LANCET

Insert a new lancet into the lancet holder and push down firmly until it is fully inserted. Remove the protective cap by twisting it away from the body of the lancet (fig. 1).

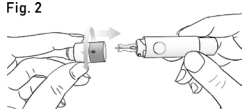
Fig. 1



REPLACINGTHE DEPTH ADJUSTER

Replace the depth adjuster assembly onto the AHG lancing device by twisting it on (fig. 2).

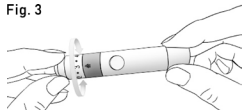
Fig. 2



SETTING THE PENETRATION DEPTH

Adjust the penetration depth as necessary. Hold the white depth adjuster collar between thumb and forefinger and twist until the required depth setting lines up with the penetration depth indicator.
'1' provides the minimum penetration depth and,
'6' provides the maximum penetration depth.
"." provides the middle penetration depth between two depths.
It is recommended you start at the minimum depth (fig. 3).

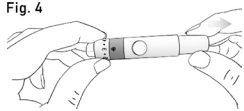
Fig. 3



PREPARING TO TAKE THE SAMPLE

Hold the main body of AHG lancing device with one hand and the device sleeve with the other and pull the two apart until you hear a click. This primes the device ready for use (fig. 4).

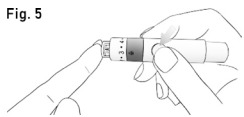
Fig. 4



OBTAINING THE SAMPLE

Hold the front end of AHG lancing device firmly against the sample site (fig.5)
Press the release button and then remove AHG lancing device from the sampling site.
Wait for a moment to allow blood to flow freely to the site of penetration. Massage the site if necessary, from the palm to the fingertip, with the hand held downwards,until a sufficient blood sample is acquired.

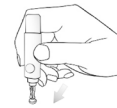
Fig. 5



COVERING THE NEEDLE TIP

Twist off the depth adjuster assembly to remove it from the AHG lancing device. Push the lancet until needle tip is totally covered by protective cap. Don't touch the exposed lancet needle (fig .6)

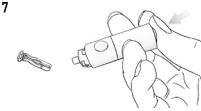
Fig. 6



EJECTING THE LANCET

Push the sleeve until eject lancet .
It is important to discard the used lancet carefully in a suitable sharps container. Do not reuse lancet. Replace the depth adjuster assembly onto the AHG lancing device by twisting it on.(fig. 7)

Fig. 7

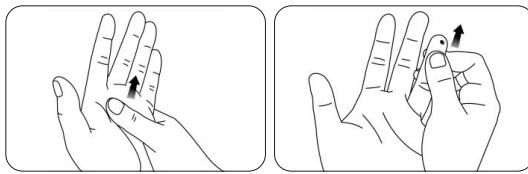


⚠ **Potential Biohazard**

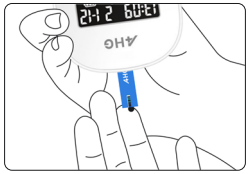
Always dispose of the used lancet properly to prevent injury or contamination to others.

Getting a Blood Drop and Testing

1. Gently massage from the base of the finger to the tip of the finger to obtain the required blood volume. Avoid smearing the blood drop. Lance on the side of the fingertip to help reduce any pain. Test immediately after a good blood drop has formed.

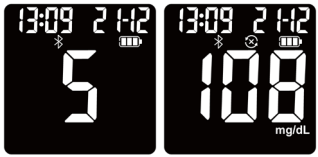


2. Immediately touch the tip of the test strip to the drop of blood. The blood is drawn into the test strip through the tip. Make sure that the blood sample has fully filled the sample tip on the test strip. Hold the tip of the test strip in the blood drop until the meter beeps.



Note: *If the blood sample does not fill the check window, do not add a second drop. Discard the test strip and start over with a new test strip.*

3. The meter counts down 5 seconds and your result appears on the display after a beep. The test result will automatically be stored in the meter memory. Please do not touch the test strip during the countdown as this may result in an error.



Discard the Used Test Strip

You can discard the used test strip by sliding the strip ejector forwards. The meter turns off automatically after a beep.

⚠ **Potential Biohazard**

Dispose of the used test strips as medical waste.

Note:

1. The meter and safety lancet are for single patient use. Do not share them with anyone including other family members! Do not use on multiple patients!

2. All parts of the kit are considered biohazardous. They can potentially transmit infectious diseases from blood borne pathogens, even after you have performed cleaning and disinfection. Please follow proper precautions when handling your meter and safety lancet.

Warning:

• If your blood glucose reading is under 50 mg/dL or you see LO (less than 20 mg/dL) on the meter display, contact your health care professional as soon as possible.

• If you test result is above 250 mg/dL or you see HI (greater than 600 mg/dL) on the meter display, contact your health care professional as soon as possible.

• Please contact your physician if you determine to make a change on your current medical therapy based on AHG test result.

Glucose Reference Ranges:

Expected blood glucose levels for most non-pregnant adults with diabetes:1

Time of Day	Glucose Range
Fasting and before Meals	< 100 mg/dL
2 hours after meal	< 140 mg/dL

Source: American Diabetes Association (Standards of Medical Care in Diabetes – 2018. Diabetes Care, January 2018, vol. 41, Supplement 1, S13-S27).

Questionable or Inconsistent Results:

If your blood glucose result does not match how you feel, please:

- Check the expiration date and the discard date of the test strip. Make sure that the test strip vial has not been opened for more than 4 months.
- Confirm the temperature in which you are testing is between 41-113°F.
- Make sure that the test strip vial has been tightly capped.
- Make sure the test strip has been stored at 36-86°F, 10-90% humidity.
- Make sure the test strip was used immediately after removing from the test strip vial.
- Make sure that you followed the test procedure correctly.
- Perform a control solution test (See **Performing a Control Test** for instructions).

After checking all of the conditions listed above, repeat the test with a new test strip. If you are still unsure of the problem, please contact AHG Customer Support at +1 888 881 3479 for information about purchasing the safety lancet.
Please contact your health care professional if you need help.

Testing with Control Solution

Why Perform Control Tests

Performing a control test lets you know that your meter and test strips are working properly to give reliable test results. You should perform a control test when:

- You open a new box of test strips
- You want to check the meter and test strips
- Your test strips were stored in extreme temperature or humidity
- After cleaning your meter
- You dropped the meter
- Your test result does not match with how you feel

About the Control Solutions

- Only use AHG Control Solutions (Low, Normal or High) to practice on the system.
- Your meter automatically recognizes the control solution.
- The control solution results are not including in the average value calculation.
- Store the control solution at 36-86°F, 10-90% humidity.
- All expiration dates are printed in Year-Month-Day format. 2025-01-01 indicates 1st January, 2025.
- Do not use control solution that is out of the expiration date or discard date (the control solution will expire 4 months after the bottle is opened for the first time).
- Shake the bottle well before use.
- Close the bottle tightly after use.

Performing a Control Test

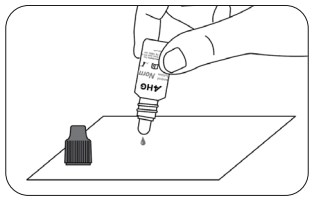
1. Remove test strip from the test strip vial. Tightly close the vial cap immediately after you have removed the test strip.

Note: *Check the expiration and discard dates of the test strips. Do not use the expired test strip.*

2. Insert a test strip into the meter in the direction of the arrows.

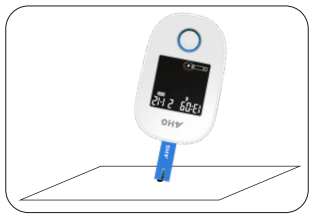
3. The meter turns on after a beep. An image of a test strip with a flashing blood drop will appear letting you know the meter is ready to test.

4. Shake the control solution bottle thoroughly. Squeeze the control solution bottle gently and discard the first drop. Squeeze out a second small drop on a clean nonabsorbent surface.



Note: *Do not apply control solution to the test strip directly from the bottle.*

5. Immediately touch the tip of the test strip to the drop of control solution. The control solution is pulled into the test strip through the strip tip.



Note: *If the control solution sample does not fill the check window, do not add a second drop. Discard the test strip and start over with a new test strip.*

6 . Hold it in the drop until the meter beeps, and then you see the meter count down on the screen and followed with your control test result after a beep.

Understand Your Control Test Result

Compare your control test result with the ranges printed on the test strip vial label.

Notes:

If your control test result is out of range:

- *Check the expiry dates and discard dates of the test strip and control solution. Make sure that the test strip vial has not been opened for more than 6 months and the control solution bottle has not been opened for more than 4 months. Discard any expired test strips or control solution.*
- *Confirm the temperature in which you are testing is between 59-104°F.*
- *Make sure that you stored strip and control solution at 36-86°F, 10-90% humidity.*
- *Make sure that the test strip vial and the control solution bottle have been tightly capped.*
- *Make sure the test strip was used immediately after removing it from the test strip vial.*
- *Make sure the control solution was mixed well.*
- *Confirm that you are using AHG brand control solution.*
- *Make sure that you followed the test procedure correctly.*

After checking all of the conditions listed above, repeat the control solution test with a new test strip. If your results still fall out of the range indicated on the test strip vial label, your meter or test strips may not be working properly.
DO NOT use the system to test blood. Contact AHG Customer Support at: +18888813479. Please contact your health care professional if you need help.

To turn your meter off, just remove the test strip. Dispose of the used test strips as medical waste. The result will be automatically marked and stored in the meter memory. Control results will be not included in your blood glucose averages.

Using the Meter Memory

Your meter automatically stores up to 500 results with the time and date. Test results are stored from the newest to the oldest.

Notes:

- *If there are already 500 records in memory, the oldest record will be erased to make room for a new one.*
- *It is very important to set the correct time and date in the meter, please make sure the time and date are correct after you change your batteries.*

Viewing Your Test Results

When your meter is off, press ◌ to turn meter on. After a beep, a symbol of strip flashes on the display. Continue to press ◌ to review previous results in order. Results will be shown starting with the most recent. Each result will show the date and time the test was taken.

When **END** appears on the display, you have viewed all of the results in the memory.

Proper maintenance is recommended for best results.

Recharging the Battery

When the meter needs to be recharged, the Empty Battery ( ) will appear. When the Empty Battery symbol ( ) appears by itself on the screen, the meter cannot be used. You must recharge the battery before using your meter.

Note:

The meter battery may be charged using one of the following options:

- *Micro USB cable (computer charging)*
- *Micro USB cable with the AC adapter (wall charging)*

If you need the Micro USB cable or AC adapter which are not included in your kit, please contact your local dealer.

Caution:

- *Do Not charge meter outdoors or in a wet area.*
- *Do Not use the Micro USB cable, AC adapter or meter if it is damaged, discolored, abnormally hot, or has an unusual odor. Contact your local dealer.*
- *Do Not plug the AC adapter into wall outlet and leave it unattended.*
- *Verify that the wall outlet voltage matches the AC adapter voltage.*
- *Do Not allow unsupervised children to charge the meter battery.*

Caution:

Do Not insert a test strip while the meter is connected to a computer or wall outlet.

Note:

- *Using the Micro USB cable or AC adapter charges the battery in about 2 hours.*
- *When using the USB port on your computer to charge the battery, be sure the computer is turned on and not in standby mode. If the meter does not charge, try using another USB port on your computer.*
- *To optimize battery life, it is best to recharge the battery when the Low Battery symbol ( ) appears.*

⚠ ***Caution:***

• If you use the AC adapter which not provided by American Health Gate, be sure it should match EN 60950-1;

• If you use the USB port on your computer to charge the battery, be sure it should match IEC60950.

Caring for Your Glucose Monitoring System

- Store meter in the carrying case provided whenever possible.
- Wash and dry hands well before handling to keep the meter and test strips free of water and other contaminants.
- AHG Blood Glucose Meter is a precision electronic instrument. Please handle it with care.
- Avoid exposing meter and test strips to excessive humidity, heat, cold, dust, or dirt.

Cleaning and Disinfection

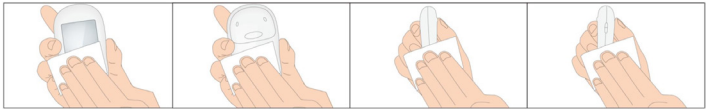
Your AHG Blood Glucose Meter should be cleaned and disinfected a minimum of once per week. Use only CloroxTM Healthcare Bleach Germicidal Wipes, which has been proven to be safe to use with the AHG Blood Glucose Meter.
Cleaning is part of your normal care and maintenance and should be performed prior to disinfection, but cleaning does not kill germs. After use and exposure to blood, all parts of this kit can potentially transmit infectious diseases. Disinfecting reduces the risk of transmitting infectious diseases.

Note: *If the meter is being operated by a second person who is providing testing assistance to you, the meter should be cleaned and disinfected prior to use by the second person.*

Cleaning Your Meter

Step 1: Take one piece of Clorox™ Healthcare Bleach Germicidal Wipes (EPA Registration No. 67619-12) from the container.

Step 2: Clean the entire meter surface including front side, back side, right side and left side.



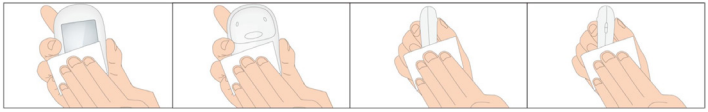
Front side | Back side | Right side | Left side

The meter should be cleaned whenever they are visibly dirty or a minimum of once per week. This cleaning is to prepare the meter surface for a disinfection process.

Disinfecting Your Meter

Step 1: After cleaning your meter, take out another new piece of Clorox™ Healthcare Bleach Germicidal Wipes.

Step 2: Wipe the entire surface including front side, back side, right side and left side of the meter, by a back and forth movement.



Front side | Back side | Right side | Left side

Step 3: Keep the meter surface wet for at least one minute.

Step 4: Wait for the surface of meter to be dry.

CloroxTM Healthcare Bleach Germicidal Wipes containing Sodium hypochlorite 0.55%, which has been proven to be safe to use with the AHG system. CloroxTM Healthcare Germicidal Bleach Wipes are available by contacting Krasity Medical Supply at 800-537-1394 directly or visiting and purchasing at http://www.walmart.com and http://www.staples.com/.

The meter should be disinfected a minimum of once per week. The meter disinfection process has been validated for 608 disinfection cycles, which is equivalent cleaning and disinfecting your meter every 3 days for 5 years. This is to ensure that your Meter will operate properly over the 5-year life of the meter.

Notes:

- *Do not use alcohol or any other solvent.*
- *Do not allow liquid, dirt, dust, blood, or control solution to enter the test strip port or the data port.*
- *Do not squeeze the wipe or gauze into test strip port.*
- *Do not spray cleaning solution on the meter.*
- *Do not immerse the meter in any liquid.*

Notes:

Although it has not been observed, some alterations may appear on your meter due to the cleaning and disinfection procedure. Such as: cloudy display window, plastic housing cracking, meter buttons do not function, partial display on full screen, unable to execute the meter's initial set up, etc. If you notice any of these external changes to your meter or any changes to the performance of your meter, stop using the meter and please contact Customer Support for help.

If you have questions about cleaning or disinfection, or if you see evidence of physical damage, contact AHG Customer Support at +1 888 881 3479. Please contact your health care professional if you need help.

Troubleshooting Guide

What You See	What It Means	What You Should Do
	Blood or control solution was applied to the test strip before the flashing drop appeared on the display	Discard the test strip and repeat the test with a new test strip. Wait until you see the flashing blood drop on the display before testing.
	The meter is sensing the use of a used or contaminated test strip.	Discard the test strip and repeat the test with a new test strip. Wait until you see the flashing blood drop on the display before testing.
	Incorrect test strip.	Discard the test strip and repeat the test with a new test strip. Make sure that you are using an AHG test strip.
	Incorrect sample.	Discard the test strip and repeat the test with a new test strip. Make sure that only human capillary blood and AHG control solution can be used for the test.
	Temperature out of range.	Move to an area that is within the operating temperature for the meter. Let the meter adjust to this temperature for 20 minutes before performing a test.
	Potential hardware issue.	Restart the meter. If the problem continues, contact AHG Customer Support at +1 888 881 3479. Please contact your healthcare professional if you need help.

Troubleshooting Guide

What You See	What It Means	What You Should Do
	Insert a test strip while the meter is connected to a computer or wall outlet.	When the charge is completed (about 2 hours when charging an empty battery), remove the Micro USB cable from the meter, and then take a test.
	Insufficient sample.	Repeat test and apply enough sample to fill the test strip check window.
	Test result is above 600 mg/dL	Wash and dry your hands well and the test site. Repeat the test using a new test strip. If your result still flashes HI, contact your health care professional as soon as possible.
	It's failed to syncing Smartphone.	Turn on the meter, Smartphone's Bluetooth and the app, and try to pair again. If the problem continues, contact your local dealer.
	Test result is below 20 mg/dL.	Repeat the test using a new test strip. If your result still flashes LO, contact your health care professional as soon as possible.

Symptoms of High or Low Blood Glucose

You can better understand your test results by being aware of the symptoms of high or low blood glucose. According to the American Diabetes Association, some of the most common symptoms are:

Low blood glucose (Hypoglycaemia):

- shakiness
- sweating
- fast heartbeat
- blurred vision
- confusion
- fainting
- irritability
- seizure
- extreme hunger
- dizziness

High blood glucose (Hyperglycaemia):

- frequent urination
- excessive thirst
- blurred vision
- increased fatigue
- hunger

Ketones (ketoacidosis):

- shortness of breath
- nausea or vomiting
- very dry mouth

Warning:

If you are experiencing any of these symptoms, test your blood glucose. If your test result is under 50 mg/dL or above 250 mg/dL, contact your doctor or healthcare professional immediately.

System Specifications:

Feature	Specification
Measurement range	20 to 600 mg/dL
Test Measurement	Glucose in fingertip capillary whole blood
Sample	Fresh capillary whole blood
Sample volume	0.8 µL
Test time	5 seconds
Power source	Rechargeable 3.7 Volt Lithium-Ion battery
Charging current	100mAh, ⎓ Direct current
Battery type	Rechargeable, non-serviceable, 250mAh, 3.7 Volt DC nominal, lithium polymer battery (5V input charge voltage)
Glucose units of measurement	The meter is pre-set to either milligrams per decilitre (mg/dL)
Memory	Up to 500 records with date and time
Automatic shutoff	2 minutes after last action
Dimensions	83 mm × 52 mm × 18.7 mm
Display size	32mm × 32 mm
Weight	Approximately 53g
Operating temperature	41-113°F
Operating relative humidity	10-90% (non-condensing)
Hematocrit range	20-70%
Data port	Micro USB
Bluetooth	Bluetooth Low Energy (BLE)

The AHG Blood Glucose monitoring system was tested by 352 lay users using capillary blood samples and three AHG test strip lots. The results were compared to the YSI Model 2300 STAT PLUS Glucose Analyzer, a laboratory instrument. The tables below show how well the two methods compared.

Table 1-Linear Regression Results

Slope	1.0137
Intercept	-2.3501 mg/dL
Correlation coefficient (R)	0.9977
Number of sample	352
Range tested	52.3 ~ 516.0 mg/dL

Table 2-Consumers Accuracy Results

The numbers and percentages represented in this table are the number of meter results compared to a laboratory result.

Difference range between the true blood glucose level and the AHG Blood Glucose meter result.	Within ±5%	Within ±10%	Within ±15%	Within ±20%
The percent (and number) of meter results that match true blood glucose level within x%.	71.9% (253/352)	96.6% (340/352)	100% (352/352)	100% (352/352)

Accurate Results (Meter result is +/-15% of laboratory result)	352 out of 352 (100% of results)
More Accurate Results (Meter result is +/-10% of laboratory result)	340 out of 352 (96.6% of results)
Most Accurate Results (Meter result is +/-5% of laboratory result)	253 out of 352 (71.9% of results)

Warranty

Please complete the warranty card that came with this product and mail it to
American Health Gate LLC
2815 Elliott Avenue, Seattle, Washington 98121 USA

For your records, also write the purchase date of your product here.

Date of purchase: _____

Note: *This warranty applies only to the meter in the original purchase, and does not apply to the batteries supplied with the meter.*

Head office:
American Health Gate LLC
2815 Elliott Avenue, Seattle, Washington 98121 USA
www.americanhealthgate.com