iPet™ PRO

Blood Glucose Monitoring System

User Guide

mg/dL

Table of Contents

Introduction

iPet PRO Blood Glucose Monitoring System is specifically designed for in-home and professional use testing glucose in whole blood with capillary or venous blood samples taken from a cat, dog or horse. This manual contains all information required to operate and maintain the device.

Please read carefully before use.

Important Safety Instructions

All parts of iPet PRO Blood Glucose Monitoring System should be considered potentially infectious and are capable of transmitting blood-borne pathogens. To ensure that the animals and users are not at risk, always remember:

- Test strips and lancets are for single usage only

- All parts of the kit are considered to be biohazardous and can potentially transmit infectious diseases even after cleaning and disinfection have been performed

About iPet PRO Blood Glucose Monitoring System

The complete kit contains:

- 1 iPet PRO blood glucose meter
- 1 iPet PRO test strip vial
  (25 strips)
- 1 glucode chip
- 1 lancing device
- 30 gauge lancets
- 1 bottle of control solution
- 1 carrying case
- 1 user guide
- 1 user quick guide
- 1 logbook

Note:
25 & 50 count test strips can be
purchased separately.

About iPet PRO Meter

1. **Display:** To display results in numbers and icons

2. ⌃ **Button:** Press and hold to enter reminder alarm and HI/LO alarm setting, or to adjust numbers and to toggle settings

3. ⌄ **Button:** Press and hold to enter buzzer setting or to adjust numbers and to toggle settings

4. Ⓜ **Button:** Press and hold to enter the year/date/time setting, to browse test results and averages in memory or to turn the meter ON/OFF

5. **Strip Ejector:** Push to eject the test strip

6. **Test Port:** Compatible test strips and glucode chips are inserted here

7. **Battery Cover:** To slide open and closed
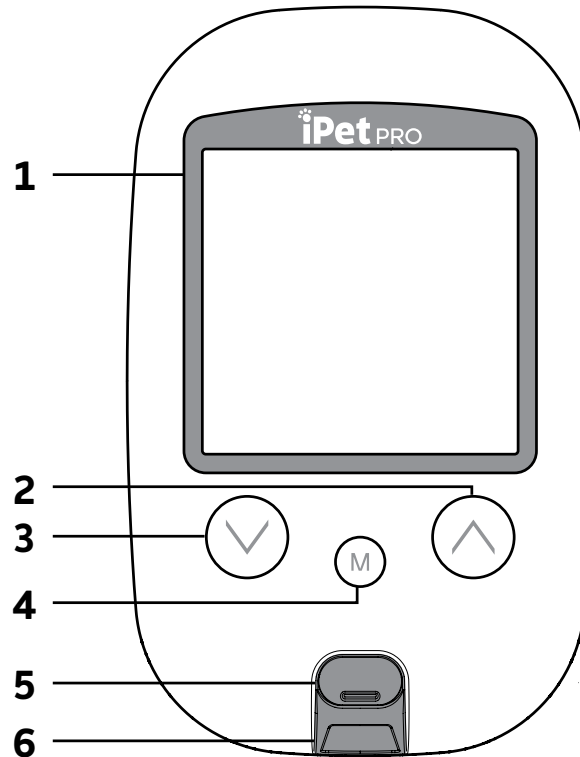
8. **Meter Label:** Manufacturer information

9. **Glucode Chip**
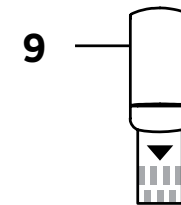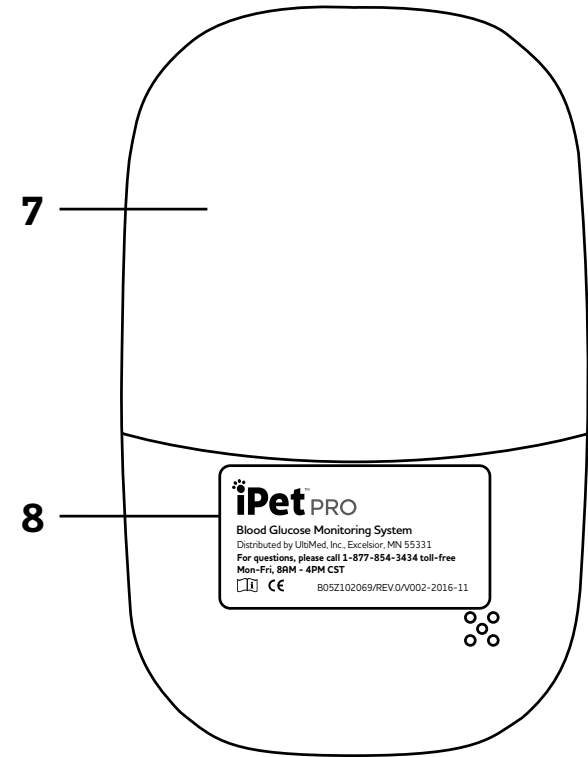
1. **Memory Icon:** Appears during memory mode

2. **Year/Date:** To display year/date

3. **Control Solution Icon:** Appears during a control solution test and indicates a control solution test result

4. **Alarm Icon:** Appears when an alarm is set

5. **Test Result:** To display test results

6. **Buzzer Icon:** Appears when buzzer is ON

7. **Meal Indicator Icon:** Pre-meal and post-meal

8. **Animal Icon:** To select a specified animal type (, , Hor) prior to performing a test

9. **Battery Icon:** Appears when battery power is low
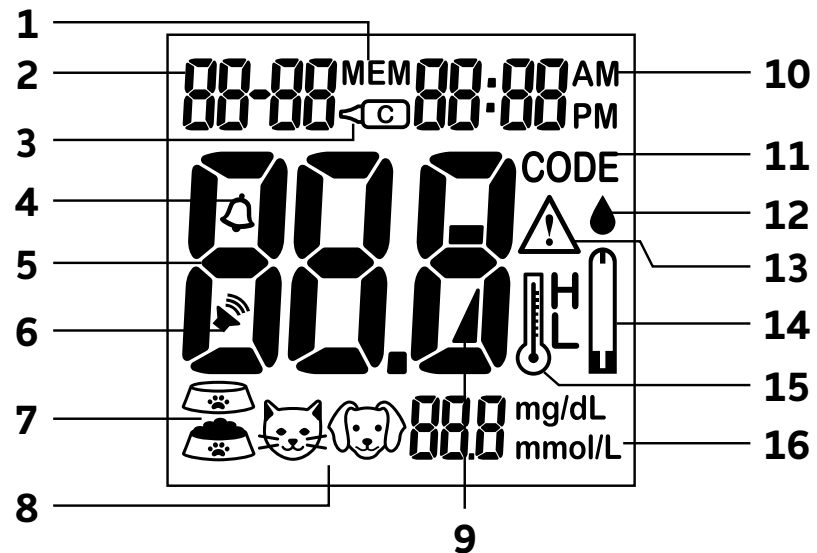
10. **Time:** To display the time at which the test was taken

11. **Code:** Appears when a code is displayed

12. **Blood Drop Icon:** Flashes when meter is ready to accept a blood sample

13. **Warning Icon:** Appears when a result is out of range

14. **Test Strip Icon:** Appears when the meter is ready for a test

15. **Temperature Icon:** Appears when the meter is out of normal operating temperature

16. **Measurement Units:** To identify test result units (mg/dL or mmol/L)

5

About the iPet PRO Test Strip

iPet PRO test strips are for blood glucose tests in conjunction with iPet PRO meter.
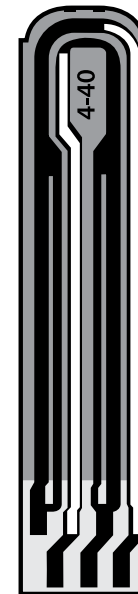
Each test strip can be used only ONCE!
The test strip consists of the following:

1. **Target Area:** Where a blood sample is drawn into the test strip

2. **Confirmation Window:** To confirm that sufficient blood has been applied to the target area

3. **Contact Bar:** The end of the test strip inserted into the test port to activate the meter
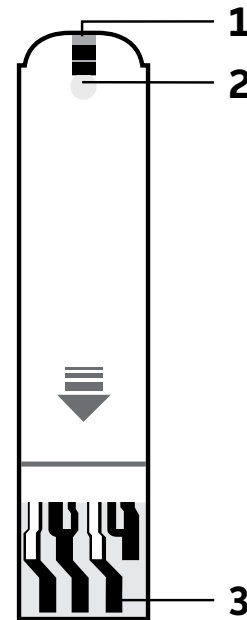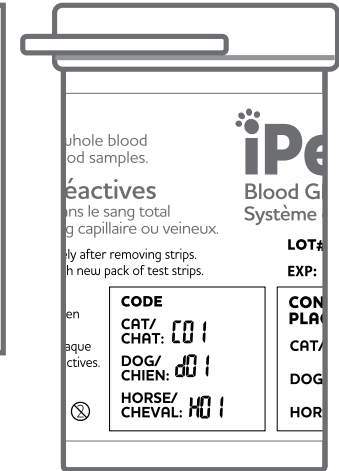
top side   back side

About the iPet PRO Test Strip Vial

- Do not use expired test strips as this may cause inaccurate results

- After removing a test strip from the vial, replace the vial cap immediately and close it tightly

Test Strip Vial Label

50 Test Strips
For use testing glucose in whole blood with capillary or venous blood samples.

50 bandelettes réactives
Pour mesurer la glycémie dans le sang total à partir d'échantillons de sang capillaire ou veineux.

Re-cap container tightly immediately after removing strips. Must change glucode chip with each new pack of test strips. Not for human use.

Bien refermer le flacon juste après en avoir pris des bandelettes. La puce Glucode doit être changée avec chaque nouveau paquet de bandelettes réactives. Usage humain interdit.

39°F/4°C — 86°F/30°C

iPet PRO ™
Blood Glucose Monitoring System
Système de surveillance de la glycémie

Date Opened/
Date d'ouverture

___/___/____

Use within 90 - days after opening.

Utiliser dans les 90 jours après ouverture.

B05Z102070/REV.0/V002-2016-11

LOT#:

EXP:

CODE	
CAT/ CHAT:	CO1
DOG/ CHIEN:	dO1
HORSE/ CHEVAL:	HO1

CONTROL SOLUTION RANGE
PLAGE DE LA SOLUTION DE CONTRÔLE

CAT/CHAT:

DOG/CHIEN:

HORSE/CHEVAL:

Test Strip Vial

whole blood
od samples.

réactives
ns le sang total
g capillaire ou veineux.

ly after removing strips.
h new pack of test strips.

en

aque
ctives.

iPe
Blood G
Système

LOT#

EXP:

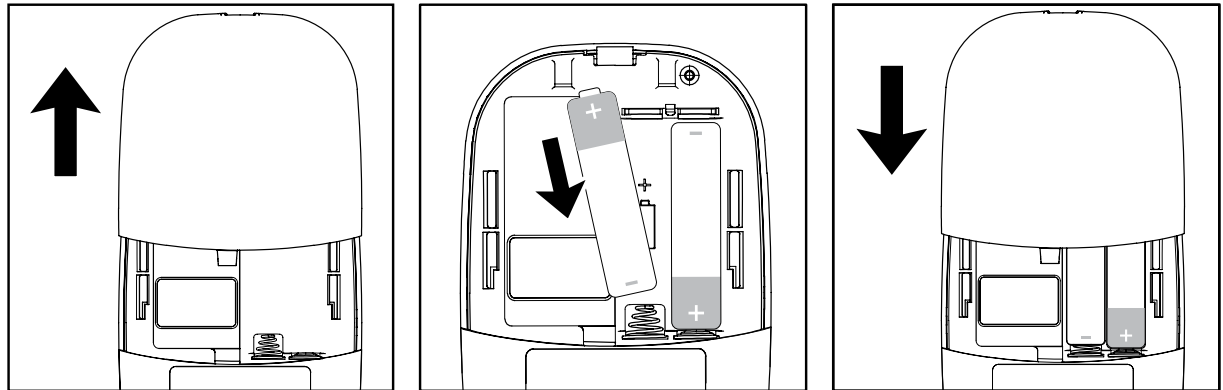| **CODE**	
CAT/ CHAT:	CO1
DOG/ CHIEN:	dO1
HORSE/ CHEVAL:	HO1

CON
PLA

CAT/

DOG

HOR

Installing/Replacing Batteries

1. From the back of the meter, gently slide and remove the battery cover (Fig.1).

2. Install batteries with the + and − ends matching indication marks on the battery compartment.

3. Slide battery cover back into place. The meter requires 2 AAA batteries to operate.

(Fig.1)

Be sure the batteries are properly installed. The default is set to January 1st, 00:00. Please follow instructions to properly set up the meter.

Setting Year/Date/Time

1. When the meter is switched off, press and hold Ⓜ button for 4 seconds to enter setting.

2. Press ⊽ or ⊼ to select "24hr" or "12hr". Press Ⓜ to confirm (Fig.2).

3. The numbers of "year" will appear and flash. Press ⊽ or ⊼ to adjust and press Ⓜ to confirm (Fig.3).

4. The number of "month" will appear and flash. Press ⊽ or ⊼ to adjust and press Ⓜ to confirm (Fig.4).

5. The numbers of "date" will appear and flash. Press ⊽ or ⊼ to adjust and press Ⓜ to confirm (Fig.5).

6. The numbers of "hour" will appear and flash. Press ⊽ or ⊼ to adjust and press Ⓜ to confirm (Fig.6).

7. The numbers of "minute" will appear and flash. Press ⊽ or ⊼ to adjust and press Ⓜ to confirm (Fig.7). The set date and time will now display on the LCD screen (Fig.8, Fig.9). Press Ⓜ to turn off the meter. The meter year/date/time setting is complete.
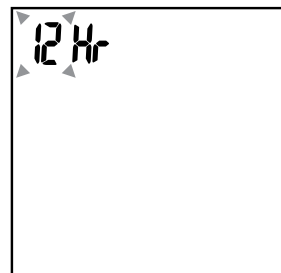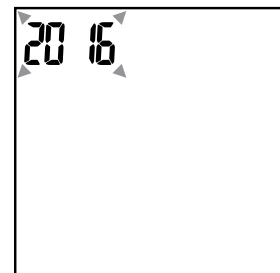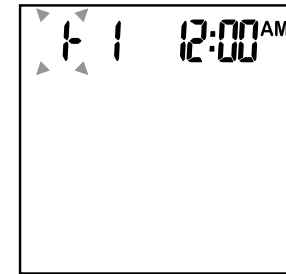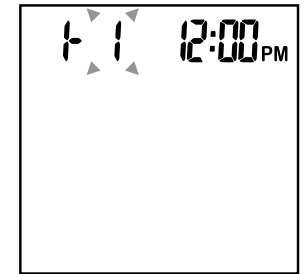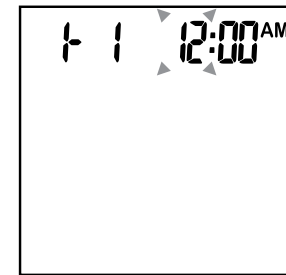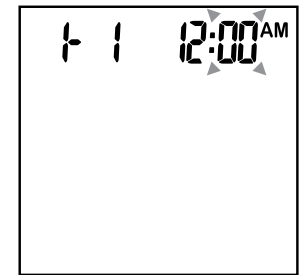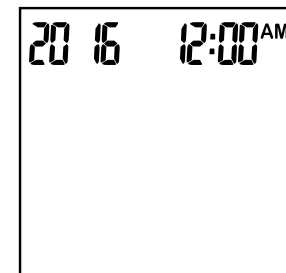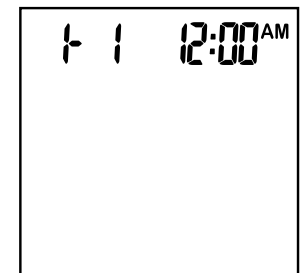
(Fig.4)　　　(Fig.5)
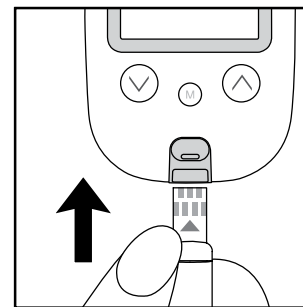
(Fig.6)　　　(Fig.7)

(Fig.2)　　　(Fig.3)　　　(Fig.8)　　　(Fig.9)
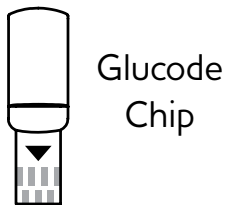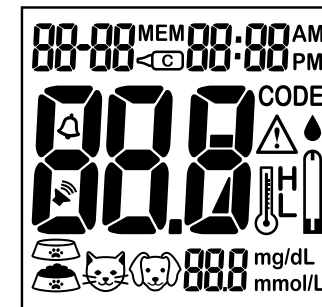
Coding iPet PRO Meter

Insert glucode chip to start the procedure (Fig.10)
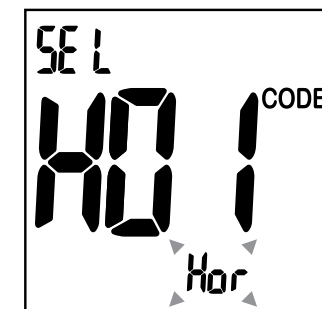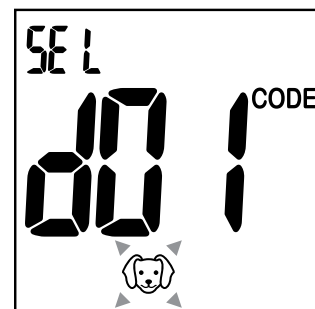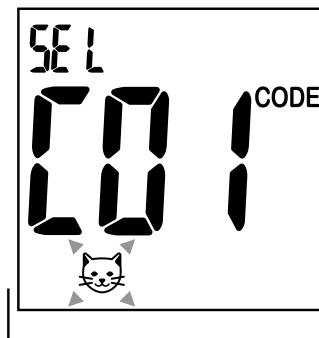
1. The meter will turn on automatically when glucode chip is inserted (Fig.11).

2. The screen will display a code and a flashing animal icon. Press ⊙ or ⊙ to select a desired animal type (Fig.12).

3. After selecting an animal type, make sure the code exactly matches the test strip vial label. Then, press Ⓜ to confirm and the animal icon will stop flashing (Fig.13).
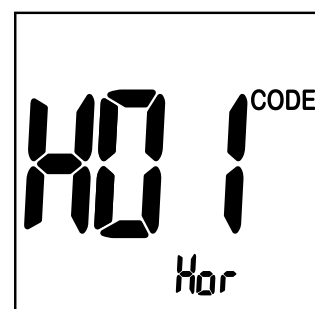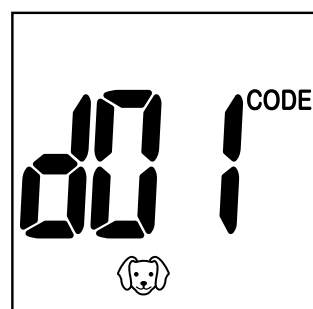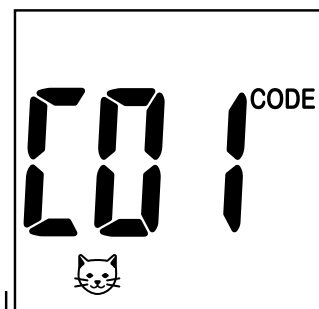
4. Press Ⓜ to turn off the meter.

Glucode Chip

(Fig.10)　　　　　(Fig.11)

SEL　CO1　CODE

SEL　dO1　CODE

SEL　HO1　CODE　Xor

(Fig.12)

CO1　CODE

dO1　CODE

HO1　CODE　Xor
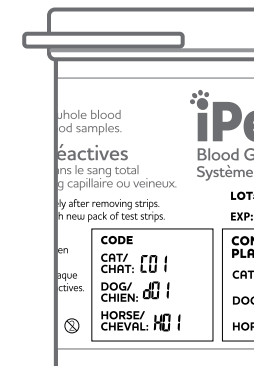
(Fig.13)

Setting Up Reminder Alarms

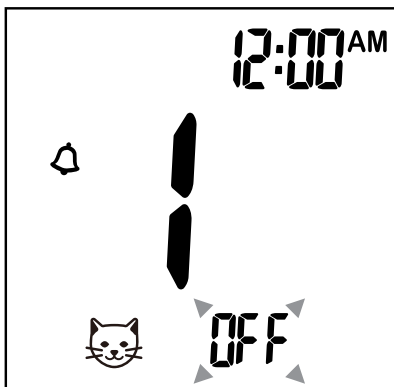**iPet PRO meter provides 4 reminder alarms for each animal type.**

To change to a different animal type, insert glucode chip and select a desired animal type.

All reminder alarms are OFF as default. Please follow these steps to set up reminder alarms.

1. When the meter is OFF, press and hold ⊘ button for 4 seconds or longer to enter setting.

2. The first reminder alarm will appear on the display (Fig.14).

3. Press ⊗ or ⊘ to select "ON" or "OFF".

   If "OFF" is chosen and Ⓜ pressed, the meter will proceed to the next reminder alarm setting. If "ON" is chosen and Ⓜ pressed (Fig.15), the number of "hour" will start flashing (Fig.16).
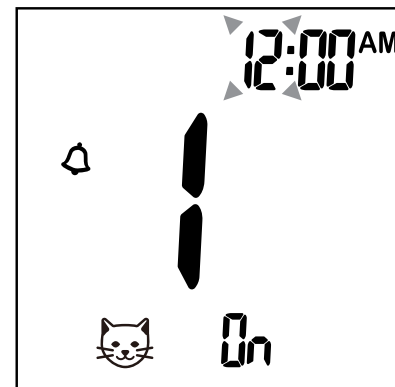
4. Press ⊗ or ⊘ to adjust and press Ⓜ to confirm.

5. The numbers of "minutes" will flash (Fig.17). Press ⊗ or ⊘ to adjust and press Ⓜ to confirm. The meter will go to the next reminder alarm setting.

6. Repeat steps 3 to 5 to set the rest of reminder alarms.
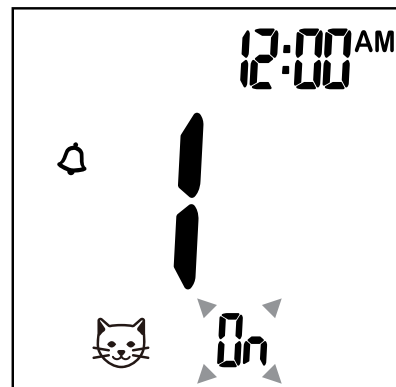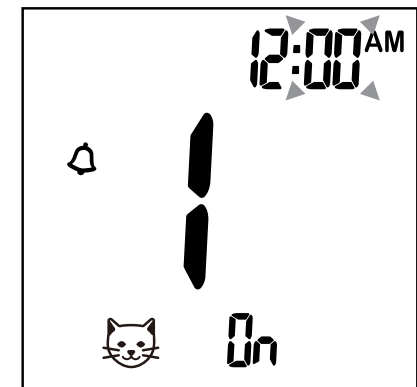
(Fig.14)   (Fig.15)   (Fig.16)   (Fig.17)

Setting Up the HI/LO Alarms

The iPet PRO blood glucose meter provides an individual HI/LO alarm for each animal type. To change to a different animal type, please insert glucode chip and select a desired animal type.

1. After completing the reminder alarm setting, press Ⓜ to enter the HI alarm setting.

2. Press ⊙ or ⊙ to set "ON", press Ⓜ to confirm. If "OFF" is chosen, the meter will skip this setting (Fig. 18, 19).

3. To change the alarm setting, press ⊙ or ⊙ until you reach your desired HI setting and then press Ⓜ to confirm (Fig.20). The HI alarm value range is 100 - 400mg/dL (5.5 - 22.0mmol/L) and the default value is 180mg/dL (9.5mmol/L).

4. Continue to the LO alarm setting (Fig.21), repeat Steps 2 and 3 (Fig.22, 23) to confirm or to change LO alarm setting. Press Ⓜ to turn off the meter. The LO alarm value range is 40 - 90mg/dL (2.0-5.0mmol/L) and the default value is 70mg/dL (3.2mmol/L).

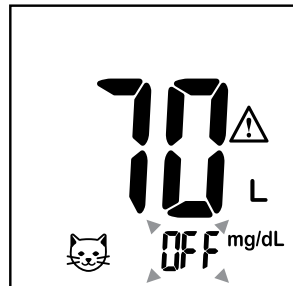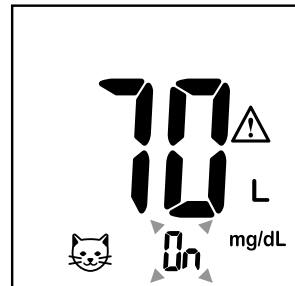5. Press Ⓜ to finish setting and the meter will be turned off.
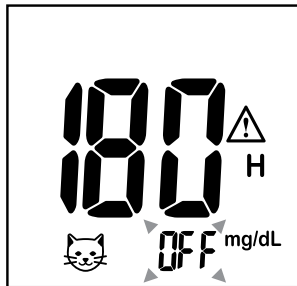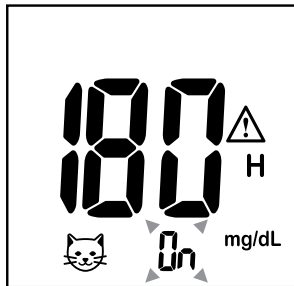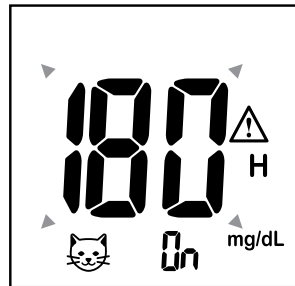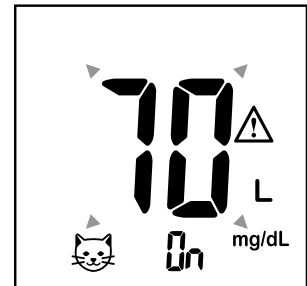
| (Fig.18) | (Fig.19) | (Fig.20) | (Fig.21) | (Fig.22) | (Fig.23) |

Before testing
- Always keep test strips in the original vial. Tightly close the vial immediately after removing a test strip.

- Replace the glucode chip every time you begin using a new vial of test strips.

- Use each test strip immediately after removing it from the vial. Each test strip should only be used ONCE.

- Do not use test strips or control solution beyond the expiration date printed on the package since this may cause inaccurate results.

- Store your test strips and the meter in a cool, dry place between 39°F and 86°F (4°C and 30°C). Temperatures beyond the required range, as well as humidity, can damage test strips and lead to inaccurate results.

- Any change of medications based on the iPet PRO Blood Glucose Monitoring System results without advice of a veterinarian is NOT RECOMMENDED.

- Never share a lancing device or lancet with any other animal.

- Only iPet PRO test strips and control solution can be used with this meter.

Blood Glucose Testing

Before testing, you need the following items:

- iPet PRO blood glucose meter
- iPet PRO test strip
- Adjustable automatic lancing device and sterile lancet

Preparing the test strip

1. Take a test strip from the vial and re-cap the vial immediately.

2. Insert the test strip, top side facing up, into the test port. The meter will automatically turn on (Fig. 24). The meter will memorize the previously selected animal type and a code number will be displayed (Fig.25).

Note:

If you are using the meter for the first time without coding the meter, a "000" will appear on the screen (Fig.26) and then turn off automatically after 2 minutes.

You may not proceed to do any testing unless the meter is coded.

Reminder:

Make sure that the code number on the display matches the code number displayed on the test strip vial. If the numbers do not match, please code the meter by using a new glucode chip supplied with the test strip vial. Insert glucode chip into the meter until a new code appears on the screen. This should match the code on the test strip vial label (Fig.27).

3. A beep will sound, and a code number will appear, followed by a flashing ⬤ icon. You can press ⊗ or ⊗ to select the meal indicator for marking the test as Pre-meal 🍽, or Post-meal test 🍽, or no marker (default) (Fig.28).

4. A blood sample can now be obtained.
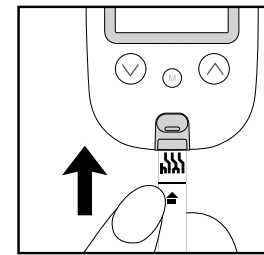
(Fig.24)

(Fig.25)

(Fig.26)

(Fig.28)

CODE	
CAT/ CHAT:	C01
DOG/ CHIEN:	d01
HORSE/ CHEVAL:	H01

(Fig.27)

For further instructions, please see the insert provided with the lancing device.
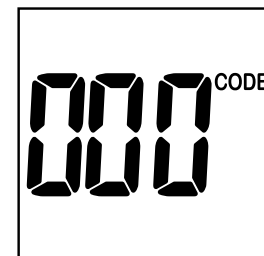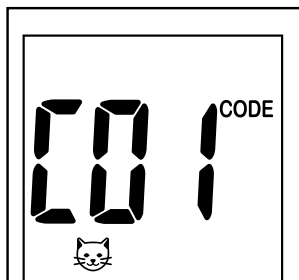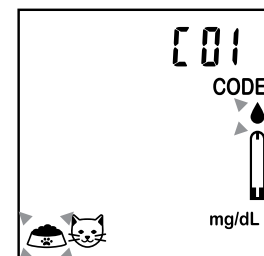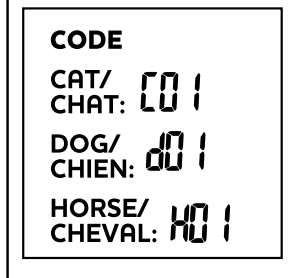
1. Twist off the lancing device cap.

2. Place a lancet into the lancet holder.

3. Twist off the lancet protective cap to expose the sterile needle.

4. Screw the lancing device cap back on. Select the preferred depth setting.

5. Pull the cocking control back until you hear a 'click' sound.

6. Place the lancing device firmly against the animal paw or marginal ear vein and press the release button to obtain a blood sample.

Removing the lancet from the lancing device.

1. After use, twist off the lancing device cap containing the used lancet.

2. Slide the lancet ejector forward and dispose of the used lancet in an approved container.

⚠ **CAUTION To reduce chances of infection:**

- Always use a new and sterile lancet. Lancets are for single use only.

- Wash hands thoroughly with soap and water before and after handling the meter, lancing device, and test strips.

- Please refer to section "Cleaning and Disinfection Procedure" (pg. 23) for meter maintenance instructions.

Applying a Blood Sample to iPet PRO Test Strip

1. After obtaining a blood sample, discard the first drop to prevent contamination. Introduce the tip of the test strip to the drop of blood. The blood sample will be automatically drawn into the test strip (Fig.29).

   Hold the tip of the test strip touching the blood drop until the meter beeps.

2. As soon as the blood has completely filled the confirmation window of the test strip, the meter will start a countdown. The test result will appear on the display in 5 seconds and will be automatically stored into the meter memory (Fig.30).

3. After the test result appears and if there is no further test, the meter will automatically turn off after 2 minutes. After completing the test, remove the used test strip by pushing the strip ejector. Discard the test strip in a clinical waste container after use (Fig.31).
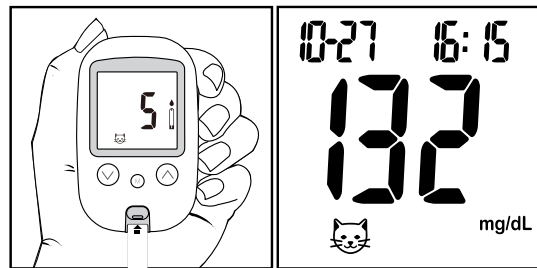
WARNING:
Please DO NOT point the test strip at humans or animals when ejecting.
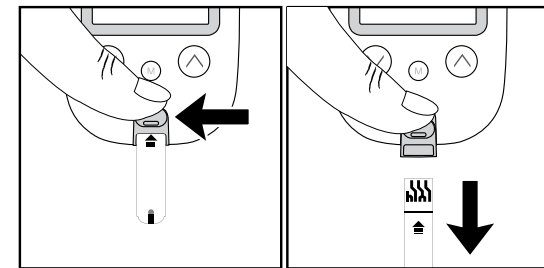
⚠ **CAUTION:**
Used lancets and test strips are considered biohazardous. Dispose of used lancets and test strips in a clinical waste container.
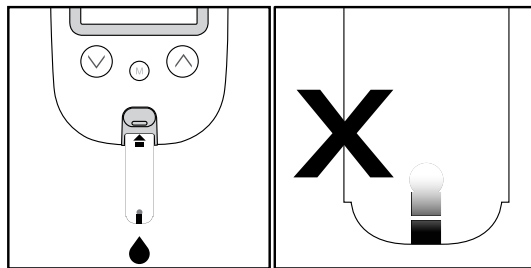
(Fig.29)

(Fig.30)

(Fig.31)

Understanding Blood Glucose Test Results

The meter displays results in mg/dL in the USA. Outside the USA the unit of measure will be in either mg/dL or mmol/L. The unit of measure is preset. You cannot change this setting.

IMPORTANT:
The meter displays results from 20 – 600 mg/dL (1.1 – 33.3 mmol/L). Low or high blood glucose results can indicate a potentially serious medical condition.

HI & LO Readings

1. iPet PRO is designed to display test results between 20 - 600 mg/dL (1.1 - 33.3 mmol/L). If a "HI" (Fig.32) or a "LO" (Fig.33) message appears on the display, it indicates that the meter has detected a blood glucose level higher than 600 mg/dL (33.3 mmol/L) or lower than 20 mg/dL (1.1 mmol/L). It is suggested the testing procedure should be reviewed and the test should be repeated using a new test strip to confirm the result again.
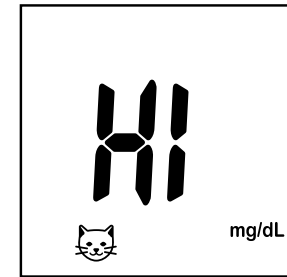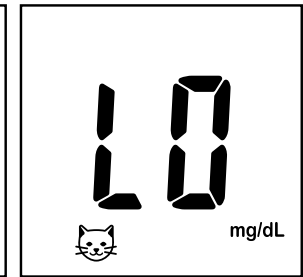
(Fig.32)   (Fig.33)

Control Solution

The control solution is to ensure that iPet PRO is working properly and the user is performing a test correctly.

When to perform a control solution test
1. Using the iPet PRO blood glucose meter for the first time.

2. Using a new vial of iPet PRO test strips.

3. The test result of the system is in question, or on a regular basis to ensure accuracy, e.g. once a week.

4. The test result is unexpectedly lower or higher than normal.

Note:
For more information regarding the control solution, please read the control solution package insert.

1. Code the meter (refer to page 10).

2. Be sure the control solution is at room temperature between 59°F – 95°F (15°C – 35°C) before testing.

3. Insert iPet PRO test strip, top side facing up, contact bar end first, into the test port. The meter will be automatically turned ON (Fig.34).

4. All segments of the LCD display will appear, a beep will sound, and a code number will appear followed by a flashing ◆ icon (Fig.35). Be sure the code

number on the display matches the code number on the test strip vial label.

5. Press and hold Ⓜ button for 2 seconds to change to the control solution test mode ◁ⓒ will appear on the display. If Ⓜ button is pressed again for 2 seconds, the meter will switch back to the normal testing mode.

6. Discard the first drop of the control solution and squeeze a small drop on a clean nonabsorbent surface such as a clean piece of wax paper. Do not apply the control solution directly to the test strip from the bottle,

because contamination may occur (Fig.36).

7. Introduce the tip of the test strip to the droplet of the control solution. The control solution is automatically drawn into the test strip. Hold until the meter beeps. The meter will now start to countdown and the control solution test result will appear on the LCD screen (Fig.37).
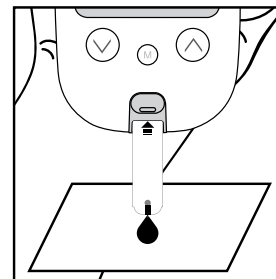
⚠ **CAUTION:**
Follow the above instructions when performing a control solution test in order to prevent contamination.
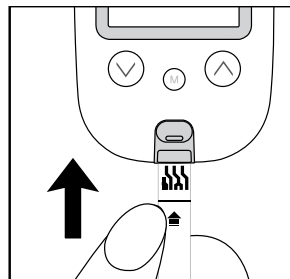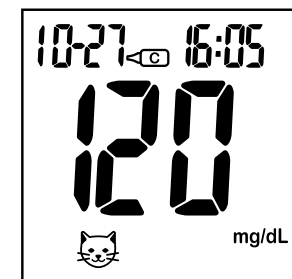

(Fig.34)

(Fig.35)

(Fig.36)

(Fig.37)

19
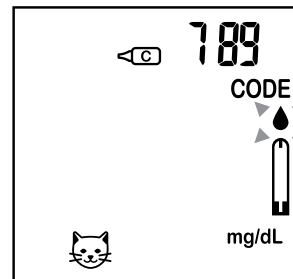
Control Solution Results

The iPet PRO meter is functioning correctly only if the control solution test result is within the specified range printed on the test strip vial. If the test result is out of range, please repeat the test.

Out of range result may be caused by:
- Incorrect steps of performing the test

- The 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

Note:
- The result will not be included in day average calculation when the iPet PRO meter is set in the control solution test ⊲▭ mode.

- DO NOT use iPet PRO meter if the problem persists. Please contact customer service immediately.

Memory Features

How to view results stored in memory

1. Press Ⓜ to turn on the meter and press Ⓜ again to enter the animal type selection mode. Press ⌄ or ⌃ to select a desired animal type (Fig.38).

2. After selecting a desired animal type, press Ⓜ to confirm.

3. Press ⌄ to view previous results. The "MEM" icon will be displayed at the top. Initially, the "year" will be displayed (Fig.39). After 1 second the month, day, and time

will then be displayed (Fig.40). The most recent memory results will be displayed first.

4. You can press ⌄ or ⌃ to scroll forwards and backwards through the results.

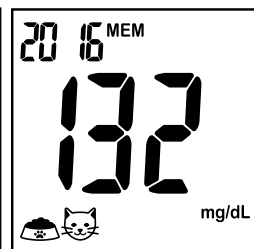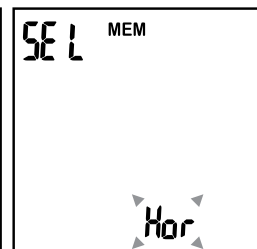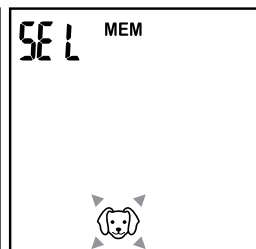5. Press Ⓜ button to exit the stored test results and view the control solution test result (Fig.41).

6. When the meter displays the last stored test result, press ⌃ button so the meter will display day average results (Fig.42).
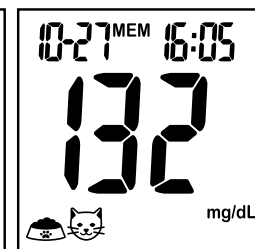
Note:
The meter stores 500 results in the memory. When the memory is full, the oldest result will be removed and replaced by the most recent result.
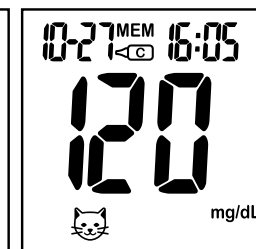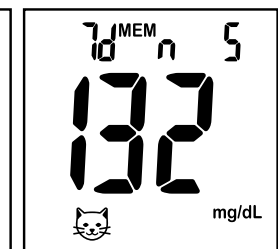
(Fig.38) (Fig.39) (Fig.40) (Fig.41) (Fig.42)
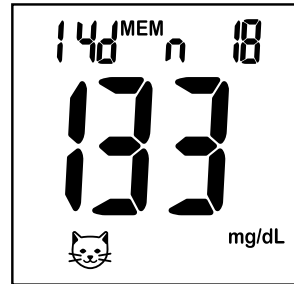
View Day Average Results

1. Press Ⓜ to turn the meter on and select a desired animal type, then press the ⊗ button to view day average results.

2. 7/14/30 day average results marked with a no meal/ pre-meal/ post-meal will be displayed on the screen in sequence when the ⊗ button is pressed (Fig.43-50).

3. When the meter displays 7 days with no meal status assigned, press the ⊘ button and the meter will change to view stored test results in memory.
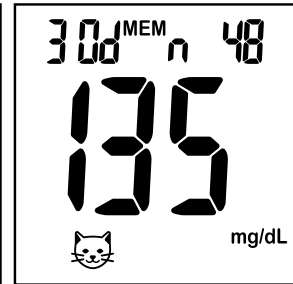
Note:
1. The consecutive 7/14/30 day average is calculated from the test results obtained during the last consecutive 7/14/30 day periods.

2. A result with a 🌡 symbol indicates that the reading was taken out of the meter's specified operating temperature range and may not be accurate. This value is excluded from the 7/14/30 day average.
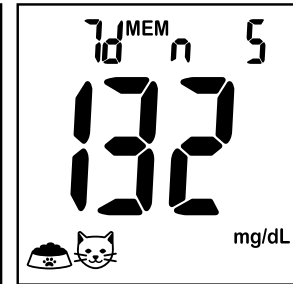
3. "LO" under 20 mg/dL (1.1mmol/L) and "HI" over 600 mg/dL (33.3mmol/L) readings will NOT be stored in the memory.
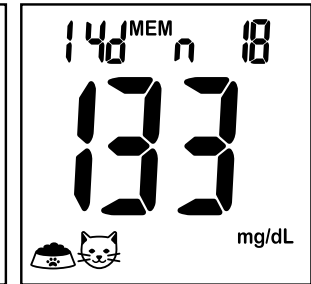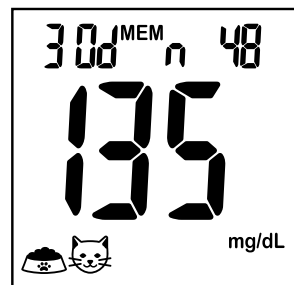
14d MEM n 18 **133** mg/dL	30d MEM n 48 **135** mg/dL
(Fig.43)	(Fig.44)

7d MEM n 5 **132** mg/dL	14d MEM n 18 **133** mg/dL
(Fig.45)	(Fig.46)

30d MEM n 48 **135** mg/dL	7d MEM n 5 **132** mg/dL
(Fig.47)	(Fig.48)
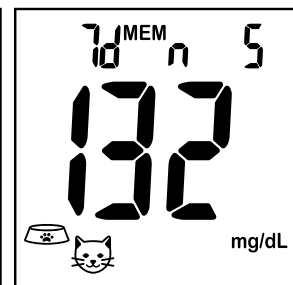
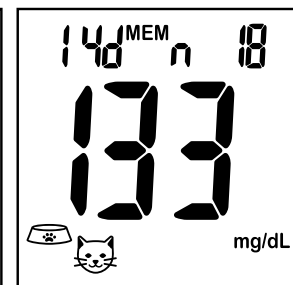|	
14d MEM n 18 **133** mg/dL	30d MEM no 48 **135** mg/dL
(Fig.49)	(Fig.50)

Exiting the Memory Mode

1. When the meter displays a control solution test result, pressing Ⓜ will turn the meter off.

2. The meter will also be turned off automatically after 2 minutes following the last key pressed.

Cleaning and Disinfection Procedure

General Cleaning
- Switch the meter OFF.

- Using a soft cloth moistened with water or a mild detergent, gently wipe the meter surface.

- Please avoid using alcohol or organic solvents in cleaning.

- Do not immerse the meter in water when cleaning. Do not allow water or cleaning fluids into the meter or test port.
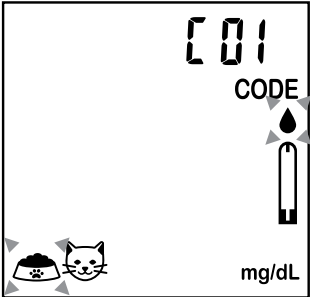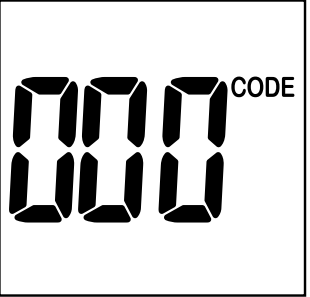
Care and Storage
- Please handle the meter with care. Dropping the meter may result in damage.

- Do not expose the meter, test strips, and the control solution to extreme conditions such as high humidity, heat, freezing cold, or dust.

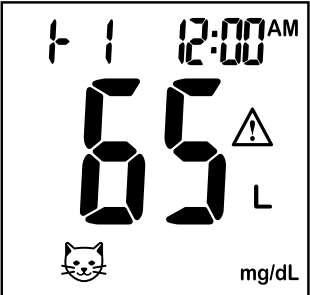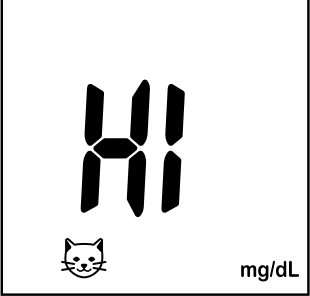- The meter should be stored at room temperature in a dry and clean area.

It is advised that you store all parts of iPet PRO Blood Glucose Monitoring System in the carrying case provided.
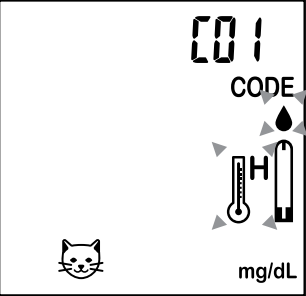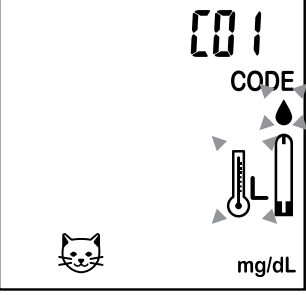
Display Messages

DISPLAY	DESCRIPTION	ACTION
C 01 CODE mg/dL	The system is ready to accept a blood sample.	Apply a blood sample.
000 CODE	This message is displayed when your meter has NOT been coded.	Please code the meter according to page 10.
H 12 6:00 AM *190* ⚠ H mg/dL	⚠H appears when the result is HIGHER than the "HI" alert setting.	The default setting is 180 mg/dL (9.5 mmol/L) and it can be changed according to page 12.

DISPLAY	DESCRIPTION	ACTION
⊢ I 12:00 AM 65 ⚠ L 🐱 mg/dL	⚠ appears when the result is LOWER than the "LO" alert setting.	The default setting is 70 mg/dL (3.2 mmol/L) and it can be changed according to page 12.
HI 🐱 mg/dL	Test result is HIGHER than 600 mg/dL (33.3 mmol/L).	Repeat the test by using a new test strip. If the same message displays again, the result is confirmed to be higher than the meter operating range.
LO 🐱 mg/dL	Test result is LOWER than 20 mg/dL (1.1 mmol/L).	Repeat the test by using a new test strip. If the same message displays again, the result is confirmed to be lower than the meter operating range.
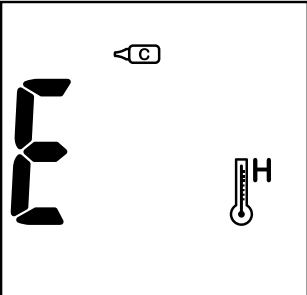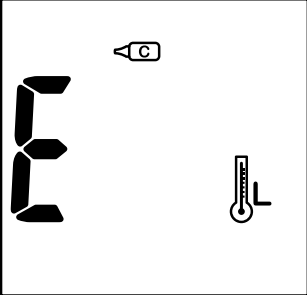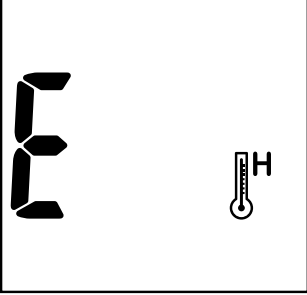
Display Messages (continued)

DISPLAY	DESCRIPTION	ACTION
CO1 CODE H mg/dL	Temperature is TOO HIGH during the test procedure.	Large variation may occur between results due to high or low temperature. Move to a different environment (50°F - 104°F or 10°C - 40°C) and wait for 30 minutes before retesting.
CO1 CODE L mg/dL	Temperature is TOO LOW during the test procedure.	
12:00 AM 2	The preset alarm is ringing to remind it is time to perform a blood glucose test.	Press any button to turn off the alarm or wait for the alarm to be turned off automatically in 30 seconds.

DISPLAY	DESCRIPTION	ACTION
L 🔋	Battery power is LOW. Meter will only provide approximately 10 more measurements.	Replace with 2 AAA batteries.
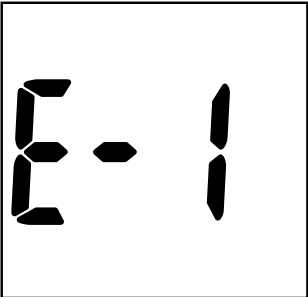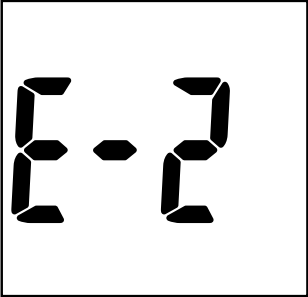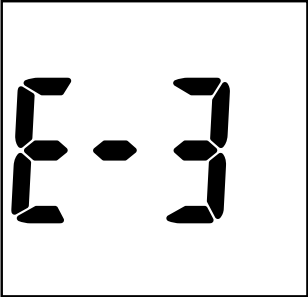
Error Messages

DISPLAY	DESCRIPTION	ACTION
E ◁C ⌡H	The control solution temperature is HIGHER than permitted for analysis.	Move to a different environment (50°F - 104°F or 10°C - 40°C) and wait for 30 minutes before retesting.
E ◁C ⌡L	The control solution temperature is LOWER than permitted for analysis.	
E ⌡H	Temperature is TOO HIGH to perform a test.	
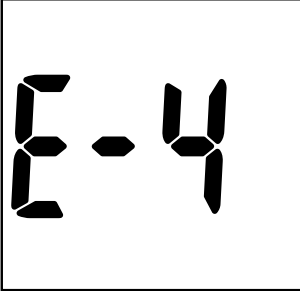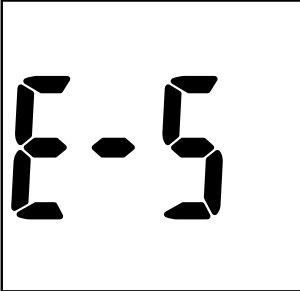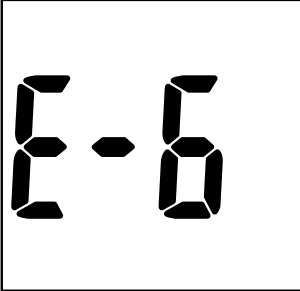
DISPLAY	DESCRIPTION	ACTION
E ⌇L	Temperature is TOO LOW to perform a test.	Move to a different environment (50ºF - 104˚F or 10ºC - 40˚C) and wait for 30 minutes before retesting.
E 🔋	Battery power is too depleted for any further usage.	Replace with 2 AAA batteries immediately.
E CODE	An error message indicating a problem with the code.	Code the meter again. If the problem persists, contact customer service.

Error Messages (continued)

DISPLAY	DESCRIPTION	ACTION
E-1	An error message indicates a problem with the test strip.	Review the instructions and try again with a new test strip. If the problem persists, contact customer service.
E-2	An error message indicates a problem with the test strip or meter.	
E-3	An error message indicates a problem with the meter.	Remove batteries and wait for 1 minute, then reinstall batteries to see if meter is working properly. If the problem persists, contact customer service.

DISPLAY	DESCRIPTION	ACTION
E-4	An error message indicates a problem with the test strip.	Review the instructions and try again with a new test strip. If the problem persists, contact customer service.
E-5	An error message indicates a problem with the meter.	Remove batteries and wait for 1 minute, then reinstall batteries to see if meter is working properly. If the problem persists, contact customer service.
E-6	An error message indicates a problem with the test strip.	Review the instructions and try again with a new test strip. If the problem persists, contact customer service.

Troubleshooting

OTHER PROBLEMS WHICH MAY OCCUR	ACTION
A test strip has not been inserted into the meter properly.	Review the instructions and reinsert a test strip correctly.
Defective test strip.	Replace with a new test strip.
A test strip remains in the test port for more than 2 minutes before testing.	Meter will automatically turn off. Reinsert a test strip into the test port.
LCD display on the meter is blank when trying to perform a test.	Check batteries and if problem persists contact customer service for assistance.
The meter does not function after new batteries are installed.	Please remove batteries and wait for 1 minute, then reinstall batteries to see if meter is working properly. Be sure batteries are installed correctly.

Specifications

Working Temperature Humidity	50°F - 104°F (10°C - 40°C)
Hematocrit	10 - 90% RH
Test Sample	20 - 60%
Sample Volume	0.7 µl
Measuring Unit	mg/dL or mmol/L
Measuring Range	20 - 600 mg/dL (1.1 - 33.3 mmol/L)
Test Time	5 seconds countdown
Memory Capacity	500 most recent results
Average	7/14/30 days average
Power Supply	2 AAA batteries
Battery Life	Approximately 1000 tests
Dimensions	106L x 66W x 20H mm
Weight	65 g without batteries
Meter Storage	Store at temperature -4°F - 122°F (-20°C - 50°C), Less than 90% RH

Icon Descriptions

Do not reuse

Use by

LOT Batch Code

Caution

Do not use if package is damaged

Temperature limitation

Consult instructions for use

Keep away from sunlight

Keep dry

Service and Warranty

IMPORTANT:
UltiMed, Inc. cannot endorse the performance of iPet PRO Blood Glucose Monitoring System when used with test strips other than those designed for iPet PRO meter.

iPet PRO Blood Glucose Monitoring System manufacturer warranty is valid only when used properly within the guidelines of this user guide provided and is invalid when iPet PRO meter and iPet PRO test strips are used improperly.

MANUFACTURER WARRANTY
UltiMed, Inc. offers a lifetime guarantee on this product. Our company shall repair or replace any iPet PRO meter found defective with a new one.

This warranty does not apply to the performance of a iPet PRO 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 iPet PRO meter or its parts.

For manufacturer warranty services, purchaser must contact UltiMed, Inc. for help.

Customer Service

Customer Service Hotline: 1-877-854-3434
Website: www.ulticare.com

When you call customer service, please have your iPet PRO meter,
iPet PRO test strips and all other system supplies available. This will allow
us to answer your questions with speed and efficiency.

Distributed by: UltiMed, Inc.
Address: 350 Highway 7, Excelsior, MN 55331
Telephone: 1-877-854-3434
Website: www.ulticare.com

Made in Taiwan

B05Z106058/REV.1/V002-2016-11