


True Metrix Blood Glucose Monitoring Systems – May 1, 2026

Trividia Health has been actively updating the labeling and providing messaging to ensure that users are aware of the updated instruction for the **E-5 Error Code** in the “Messages” section of the Owner’s Booklets. The system displays an E-5 error code for a very high blood glucose event (> 600 mg/dL) or when there is a test strip error. As currently written, the instructions could potentially lead to a delay in treatment if the user does not seek medical attention immediately when they receive an E-5 error code and are experiencing symptoms of high glucose. A delay in treatment may result in serious adverse health consequences or death, especially for users with very high blood glucose levels.

Trividia is updating the E-5 Error Code actions to emphasize that users must seek medical attention immediately if they receive an E-5 error code and are experiencing symptoms of high glucose.

Display	Reason	Action
 The image shows a digital display with the text "E-5" in a large, bold, black font. The display is enclosed in a rounded rectangular border.	Very high blood glucose result (higher than 600 mg/dL), or Test Strip Error	<u>WARNING!!</u> Retest with a new test strip. If the error persists and you have symptoms such as fatigue, excess urination, thirst or blurry vision, seek medical attention immediately. <u>If you are not experiencing symptoms,</u> retest with a new test strip. If the error persists, call 1-800-803-6025, Monday - Friday, 8AM-8PM EST.

Yellowhawk pharmacy provides the True Metrix Meter Kit, and the True Metrix Air Meter Kit. Patients with diabetes can continue to use their True Metrix meter. View more information here: <https://www.trividiahealth.com/e-5productnotice/>