**PATIENT PREPARATION**

- Seat patient with head back and eyes upward toward the ceiling and away from the eye being tested. (A).

- **IMPORTANT:** Do NOT pull the eyelid away from the eye; moving the lid down will break the tear lake and make collection difficult.

**SAMPLE COLLECTION**

- Ask the patient to blink 3 times, then move the pen into place.

- Lower the pen allowing the bottom of the tip to come into contact with the lower eyelid and the line of moisture along the inner eyelid margin (B).

**COLLECTION TECHNIQUE**

- Move the tip beyond the eyelashes near the canthus (C & D).

- Avoid touching the sclera.

- Press down lightly with the pen on the lower eyelid to collect tears (E).

- Fluid is wicked upwards from the underside of the tip of the test card.

**DIFFICULT COLLECTION**

- Allow patient to blink normally.

- If there is not enough tear to collect immediately, **do not peck**.

- Gently press down on the lower eyelid with the tip of the pen. Without removing it from the lid margin, slide the pen along the outer one-third of the lid margin until a tear sample is obtained (F).

- Poor tear collection technique can result in Below Range readings and the test should be repeated with a new test card.
TearLab® Basic Troubleshooting

**ERRORS**

- Remove pen with error from reader and remove blue electronic check card (ECC) or test card if present (A).
- Re-dock pen and allow to charge for 5 minutes. A battery icon should appear to show pen is properly docked.
- Test ECC, if reading is 334 ±3 the pen is working correctly and should now be charged for 1 hour.
- If error returns, remove pen from reader again and reset pen (refer to next section).

**RESETTING THE TEARLAB PEN**

- Place right-hand side of pen against magnet on side of test card tray or in magnetic sleeve and hold for 5 seconds (B).
- Remove pen from magnet. You should hear several “clicks”.
- When “clicks” stop, re-dock pen in reader cradle and allow pen to fully charge.
- Test using an ECC, if reading is 334 ±3 the pen is working correctly.
- If error returns, please contact TearLab Technical Support at 1-888-677-8327 and follow the prompts.

**HIGH OR LOW READINGS DURING QUALITY CONTROL TESTS**

- Remove test card if present. Check gold pins on top of pen for damage - pins should be same shape, size and height.
- Enter correct calibration code, printed on top of test card, into reader after docking pen during test (C).
- Store control solutions at room temperature near the reader, and test cards in test card tray, to avoid damage.
- Leave system turned on 24 hours a day, 7 days a week. This ensures warm-up time never disrupts testing.
- System should be operated at room temperature between 68°-77°F (20°-25°C).

**“BELOW RANGE” OR “ABOVE RANGE” DISPLAYED DURING PATIENT TESTS**

- Ensure that all guidelines listed in the previous section are being followed.
- Do not test patients if they have used therapeutic eye drops within the last 2 hours.
- Do not test patients if you have administered anesthetic or dilating eye drops within the last 15 minutes.
- For further guidance regarding tear collection refer to the TearLab Collection Guide on the reverse side or view the training video “TearLab How to Test” on TearLab.com.