

URGENT FIELD SAFETY NOTICE - UPDATED May 7, 2026

Trividia Health Correction for TRUE METRIX Blood Glucose Monitoring Systems

Dear Valued Customer:

The purpose of this letter is to provide an important update on Trividia Health's ("Trividia" or "we"), medical device labeling correction that was announced on February 12, 2026, for all TRUE METRIX®, TRUE METRIX® AIR, and TRUE METRIX® GO, Blood Glucose Monitoring Systems (collectively, the "Products").

Since the February 12, 2026 communication, Trividia Health has been actively updating the labeling and providing messaging to ensure that users are aware of the updated instructions for the E-5 Error Code. Users will begin seeing the new E-5 Error Code message in TRUE METRIX Meter boxes in the coming weeks.

In coordination with the local Regulatory bodies and the U.S. Food and Drug Administration (FDA), we continue to develop our long-term corrective strategy and wish to communicate certain key updates to users.

Message to People currently managing their Diabetes with TRUE METRIX, TRUE METRIX AIR or TRUE METRIX GO branded Blood Glucose Meters:

Delayed recognition of extremely low or extremely high blood glucose levels could increase the risk of serious health complications or delays in treatment. Your safety is our top priority.

For People with Diabetes, if possible, consider transitioning to an alternative method of testing your blood glucose (blood sugar), otherwise you should continue using your TRUE METRIX meter. Patients continuing to use their TRUE METRIX device should follow the updated instructions if they receive an E-5 Error Code. People with Diabetes who rely on intensive insulin therapy, sulfonylureas, or glucose monitoring due to frequent hypo- or hyperglycemia events are at highest risk, and should consider transitioning to an alternative testing method until the updated TRUE METRIX blood glucose test system becomes available.

If you have questions or concerns as to whether TRUE METRIX is appropriate for you, based on an understanding of your individual risk factors, please discuss with your healthcare provider or pharmacist.

Updated TRUE METRIX Meters:

As part of its commitment to continuous improvement and patient safety, Trividia Health has determined that developing updated software for TRUE METRIX meters will provide the most effective long-term solution.

We anticipate that updated meters will become available in the near future, after which **Trividia Health will notify distributors/local business partners when the updated meters become available.**

This labeling correction affects all Products sold in the United Kingdom, as provided on **page 5**.

WHAT YOU SHOULD CONTINUE TO DO:

- **Wholesalers/Distributors/Pharmacies/eCommerce**: Please notify your customers immediately of this update. Include this letter in your notification and ask that they notify their customers or facilities if they have further distributed the Products. Complete and return the "Acknowledgement and Receipt" form on page 3 to confirm you have received this notice and have notified your customers/stores/locations. If possible, you may use the "Consumer notice" provided on page 4. **Products are not to be returned or replaced. Trividia Health will notify distributors/local business partners when the updated meters become available.** If you have any questions, please e-mail [Confidential business information](#)
- **Health Care Professionals**: Please notify your providers and patients who use these Products immediately of this correction update. You may use the updated "Consumer notice" provided on page 4. **Products are not to be returned or replaced. Trividia Health will notify distributors/local business partners when the updated meters become available.** If you have any questions, please e-mail [Confidential business information](#)
- **For People with Diabetes**: If possible, consider transitioning to an alternative method of testing your blood glucose (blood sugar), otherwise you should continue using your TRUE METRIX meter. Patients continuing to use their TRUE METRIX device should follow the updated instructions if they receive an E-5 Error Code. Please follow the updated **E-5 error code** instructions in the "Consumer notice" on page 4 or visit [Confidential business information](#) links to the updated Owner's Booklets/System Instructions For Use.
 - People with Diabetes who rely on intensive insulin therapy, sulfonylureas, or glucose monitoring due to frequent hypo- or hyperglycemia events are at highest risk and should consider transitioning to an alternative testing method until the updated TRUE METRIX meter becomes available. If you have questions or concerns as to whether TRUE METRIX is appropriate for you, based on an understanding of your individual risk factors, please discuss with your healthcare provider or pharmacist.
 - **Products are not to be returned, Trividia Health will notify users distributors/local business partners when the updated meters become available.** If you have any questions, please e-mail [Confidential business information](#)

Trividia Health has notified the UK MHRA of this action.

Patient safety is our top priority, and we apologize for any inconvenience this correction may cause you.

Personal data

Sincerely,

Trividia Health

URGENT FIELD SAFETY NOTICE– UPDATED May 7, 2026

**TRUE METRIX brand of Blood Glucose Monitoring Systems
Acknowledgement and Receipt Form – Response Required**

I have read and understand the updated product notice instructions provided in the May 7, 2026, letter.

YES ____NO ____

Are you aware of any adverse events associated with the Product? YES ____NO ____

If yes, please explain and provide details to the Trividia Health Customer Care Department below or by e-mail:

Confidential business information

Wholesalers/ Distributors/Pharmacies/eCommerce/Health Care Professionals:

Please acknowledge the following (check all that apply):

☐ I have notified all customers/stores who were shipped or may have been shipped these products:

Date notification was sent: _____

Method of notification (e.g. email, telephone): _____

☐ I have notified/posted the notices for providers/patients who may use these products:

Date notification was sent: _____

Method of notification (e.g. email, telephone): _____

☐ I have questions. Please have Customer Service contact me.

PLEASE COMPLETE ALL FIELDS REQUIRED BELOW:

Signature:	Date:
Print Name & Title	
Company/Facility Name	
Distribution Center	
Address	
Telephone	
Email	

PLEASE SEND THE COMPLETED RESPONSE FORM TO:

Confidential business information

URGENT FIELD SAFETY NOTICE – UPDATED May 7, 2026

TRUE METRIX, TRUE METRIX AIR, and TRUE METRIX GO Blood Glucose Monitoring Systems – E-5 Error Code Instructions –

Consumer Notice



Delayed recognition of extremely low or extremely high blood glucose levels could increase the risk of serious health complications or delays in treatment. Your safety is our top priority.

For People with Diabetes, if possible, consider transitioning to an alternative method of testing your blood glucose (blood sugar), otherwise you should continue using your TRUE METRIX meter. Patients continuing to use their TRUE METRIX device should follow the updated instructions if they receive an E-5 Error Code. Please follow the updated E-5 error code instructions below or visit [Confidential business information](#) for links to the updated Owner's Booklets/System Instructions For Use.

People with Diabetes who rely on intensive insulin therapy, sulfonylureas, or glucose monitoring due to frequent hypo- or hyperglycemia events are at highest risk and should consider transitioning to an alternative testing method until the updated TRUE METRIX meter becomes available. If you have questions or concerns as to whether TRUE METRIX is appropriate for you, based on an understanding of your individual risk factors, please discuss with your healthcare provider or pharmacist.

If you have any questions, please e-mail [Confidential business information](#)

Continued Labeling Updates:

Trividia is updating the E-5 Error Code in the "Messages" section of the Owner's Booklets/System Instructions for Use to emphasize that users must seek medical attention immediately if they receive an E-5 error code and are experiencing symptoms of high glucose.

Users will begin seeing the new E-5 Error Code message in TRUE METRIX Meter boxes in the coming weeks.

UPDATED E-5 INSTRUCTIONS for TRUE METRIX, TRUE METRIX AIR, and TRUE METRIX GO:

Display	Reason	Action
	Very high blood glucose result (higher than 33.3 mmol/L) or Test Strip Error	<u>WARNING!!</u> Retest with new test strip. If 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 error persists, contact for assistance.

Updated TRUE METRIX Meters:

As part of its commitment to continuous improvement and patient safety, Trividia Health has determined that developing updated software for TRUE METRIX meters will provide the most effective long-term solution. We are diligently working on these updates.

We anticipate that updated meters will become available in the near future, after which Trividia Health will notify distributors/local business partners when the updated meters become available.

List of Affected Labeling

Description	Part# & Revision
TRUE METRIX System Instructions for Use (IFU) for Trividia Health UK Limited	RE4UKT16 Rev 55 and prior
TRUE METRIX AIR Owners Booklet for Trividia Health UK Limited	REA4UKT03 Rev 55 and prior
TRUE METRIX GO System Instructions for Use (IFU) for Trividia Health UK Limited	RF4UKT16 Rev 56 and prior

List of Impacted Products

Item Number	Description	UDI-DI/GTIN	UPC
TRUE METRIX			
RE4i82-11	TRUE METRIX Kit (United Kingdom - mmol/L)	00021292012205	021292012205
RE4i82-12	TRUE METRIX Starter Kit (United Kingdom - mmol/L)	00021292009977	021292009977
TRUE METRIX AIR			
REA4i82-11	TRUE METRIX AIR Kit (United Kingdom - mmol/L)	00021292012212	021292012212
REA4i82-12	TRUE METRIX AIR Starter Kit (United Kingdom - mmol/L)	00021292009991	021292009991
TRUE METRIX GO			
RF4i82-11BK	TRUE METRIX GO Kit (United Kingdom - mmol/L)	00021292012229	021292012229
RF4i82-12BK	TRUE METRIX GO Starter Kit (United Kingdom - mmol/L)	00021292009984	021292009984