

FOR IMMEDIATE RELEASE

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## Trividia Health, Inc. Initiates Voluntary Labeling Correction for all TRUE METRIX® Blood Glucose Monitoring Systems

(FT. LAUDERDALE, FL) –January XX, 2026 – Trividia Health, Inc., announced today that it is initiating a voluntary labeling correction which requires a modification of the Owner’s Booklets for all the TRUE METRIX, TRUE METRIX AIR, TRUE METRIX GO and TRUE METRIX PRO Blood Glucose Monitoring Systems (collectively, the “Products”) distributed in the United States, UK, Mexico and the Caribbean.

**You may continue to use the TRUE METRIX® Products.** Products are not to be returned or replaced. This correction does not require removal of the Products from where they are used or sold. This medical device correction impacts the Owner’s Booklet labeling only. The meter, test strips, and control solution are not impacted.

Trividia is updating the description for the **E-5 Error Code in the “Messages” section of the Owner’s Booklets** (i.e., Instructions for Use), to highlight that users must contact their healthcare professional immediately if they receive an E-5 error message and are having diabetic symptoms. In such circumstances, as currently written, the E-5 error code description may potentially lead to a delay in treatment. In rare instances, a delay in treatment may result in serious adverse health consequences or death, especially for users with very high blood glucose (higher than 600 mg/dL).

### UPDATED INSTRUCTIONS:

Display	Reason	Action
	Very high blood glucose result (higher than 600 mg/dL), or Test Strip Error	<b>WARNING!!</b> Contact your Doctor or Healthcare Professional immediately <u>if you have symptoms</u> such as fatigue, excess urination, thirst, or blurry vision.  <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.

If you have any questions relating to the Owner’s Booklets update, please call Trividia Health Customer Care Department toll-free at 1-888-835-2723 Monday-Friday 8AM-8PM EST (excluding holidays) or e-mail [trividia0126CC@trividiahealth.com](mailto:trividia0126CC@trividiahealth.com) or visit [www.trividiahealth.com/productnotice](http://www.trividiahealth.com/productnotice)

The correction affects all TRUE METRIX branded Blood Glucose Meters distributed in the United States, UK, Mexico and Caribbean. This includes our co-branded products sold under store or distribution partner names.

The company is sending notifications to its customers, including pharmacies, mail order companies and distributors where the TRUE METRIX® meters are sold.

Patient safety is our top priority at Trividia Health. This voluntary labeling correction is being conducted in coordination with the U.S. Food and Drug Administration FDA to quickly resolve this matter.

## About Trividia Health

Trividia Health, Inc., is a global health and wellness company based in Fort Lauderdale, Florida and a leading developer, manufacturer and marketer of advanced performance products for people with diabetes. With products sold under TRUE and store brand labels, the company is the exclusive partner and supplier of affordable, high-quality blood glucose monitoring and health and wellness solutions for the world's leading retail pharmacies, distributors and mail service providers. For more information, please visit: [www.TrividiaHealth.com](http://www.TrividiaHealth.com).

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