



Pelikan Sun Frequently Asked Questions (FAQ)

1. What is different about the Pelikan Sun?

The Pelikan Sun's patented electronic control of the lancing process provides two significant benefits over traditional mechanical lancing devices: significant reduction in pain and quick healing of the lanced site. The Sun's smooth, precise lancing creates a clean, narrow sample channel and encourages spontaneous blood flow, while ensuring rapid closure and healing of the site. Unlike mechanical devices, the Pelikan Sun senses finger position at the lance opening and lances to a user-selected depth with a smooth and controlled stop. It enables the lancet to reach the capillary loops without penetrating nerve endings and without generating pressure waves, two key factors in eliminating pain.

2. What is the Comfort Profile and why is it important?

Your fingers are unique, and have different skin and thickness properties. The Comfort Profile provides 30 different levels of depth, speed, and dwell time control, allowing you to customize your lancing experience to each specific finger site. Use the lowest setting that produces a sample to ensure maximum reduction in pain and improved finger health. Experiment with your Pelikan Sun to find the lowest setting for each of your finger sites, and periodically try lower settings as your fingers heal.

3. I'm feeling some discomfort when lancing – why?

You may be lancing at a higher depth than required. Try lowering the Comfort Profile setting by pressing the “-“ button on your device. Adults can typically achieve a sample with a setting of 0.6 or lower, children with 0.1-0.2. Heavily calloused or damaged fingers may require higher settings temporarily; however, as your fingers heal, you may be able to lower your setting and thereby achieve finger-friendly lancing! How low can YOU go?

4. Sometimes when I push the Lance button, nothing happens.

Be sure that your “lancet ready” icon has stopped blinking before you lance [show icon]. If you don't see the “lancet ready” icon, you may need to push the slider arm (on the side of the device) all the way down, then all the way up. Be sure to push the arm **all the way down, then all the way up**. This action will advance to a new lancet, and you should see the “lancet ready” icon blinking.

5. Sometimes I lance but I don't get a blood sample.

This may happen if you remove your finger from the lancing opening before the lancing has occurred. You must leave your finger in place momentarily (up to one second) after lancing, to allow the lancet to first sense the presence of your finger, then to lance. You will hear a slight audio beep indicating lancing is completed.



If your finger is poorly positioned when you press the lance button, you will see Error 4 – no finger detected. Be sure your finger is pressed against the opening, covering it entirely. If you still aren't obtaining a sample, you may need to lance at a higher depth setting. Push the “+” button on your comfort profile to increase the setting by one or two increments, then try again.

6. Why can't I reuse lancets?

The Pelikan Sun's revolutionary lancing system eliminates the risk of infection from reuse of lancets. Lancet reuse also causes greater pain and compromises proper wound healing, since lancets quickly dull. To achieve finger-friendly testing, the Pelikan Sun provides a fresh, sterile lancet for every test, and stores lancets in a 50-lancet disk, ensuring you'll never see or touch lancets again.

7. When should I change the battery?

The Pelikan Sun shows a battery indicator in the lower left corner of the display. When the indicator starts blinking, it is time to change the battery. The Pelikan Sun uses a standard CR-123A lithium battery, available in most drugstores.

8. The Slider Arm takes a lot of force to move up.

The slider arm may not have been pushed all the way down during advancement of the lancets (indexing). Try pushing the slider arm all the way down, then all the way up. If resistance continues, remove the lancet disk and move the slider arm all the way down and all the way up twice. Insert a new lancet disk. If the slider arm still seems difficult to move, please contact your local service representative.