

## Viamed Finger Probe Re-Cycle programme

This year will see the introduction of EEC legislation regarding re-cycling of waste and as an medical engineering based company we understand the frustration of broken pulse oximeter probes collecting dust whilst you earnestly wish you could repair them.

This is now possible as Viamed have brought onto line a finger probe re-cycling service and we are able to repair most probes. Moulded connectors obviously cause problems and may prevent us effecting a clean profession repair. We also have a learning curve and therefore with less popular versions of finger probes we may exceed our target of a maximum 7 day turn around.

The aim is to return to the user a finger probe that looks new and has not just been glued together or spliced and covered with heatshrink tubing. Our object is to re-cycle as much as possible of the existing finger probe instead of consigning it to the waste bin. Where required new parts will be fitted. These probes are used in critical care areas and it is our intention not only to repair them but to return them clean and professionally finished so they look the part.

Our warranty covers the parts and labour used to repair your probe. i.e. if we replace the clip and the clip breaks in 6 months we repair it free. However if we repair the clip then later the instrument plug develops a fault this is treated as a separate repair.

Viamed is ISO9002/EN46002 certified and all repairs will be carried out in accordance with these procedures. Before despatch Every re-cycled finger probe is tested electronically and in many cases on the original manufacturers equipment. As the number of different types of probe we repair increases so does the number of O.E.M' SpO2 instruments we acquire. Full reports and tests carried out are documented and supplied with each probe.

The proof is always easy to establish by trying us out at no risk. If we cannot repair to your satisfaction there is no charge. If we are not satisfied, under our BS EN ISO 9002/EN46002 registration, with the finished product or its accuracy we will not claim to have repaired it.

Our repair Policy is :-

- We will endeavour to provide quality repairs

- All repairs are made using, when required, new replacement parts

- Prompt service and fast turn around

- Six months warranty on all repairs

- There is a fixed cost regardless of type of cable or extent of repair

- We can usually only repair Finger Probes at present

- We cannot always repair OEM cables with special moulded plugs although we try.

- If we cannot repair a probe a service replacement will be offered at 20% off our list price.

- Most Finger Probes can be re-cycled

- The probes should be decontaminated before they are returned to us in accordance with the official recommendations.

The fixed cost of the repair/ re-cycle service is £80.00. + VAT & Carriage

John S Lamb.

