



Steve Hardaker <viamed.steve.hardaker@gmail.com>

RE: Gama Aviation Maxblend

1 message

Sara Walsh <sara.walsh@gamaaviation.com>

5 January 2023 at 13:55

To: "steve.hardaker@viamed.co.uk" <steve.hardaker@viamed.co.uk>

Cc: Dan Abbott <daniel.abbott@gamaaviation.com>

Hi Steve,

Many thanks for your email.

If you could please undertake the servicing while our MaxVlend2 is with you, that would be great. I am happy to wait while the service kit is being ordered.

Can I ask why it is advised to have the service undertaken 2-yearly? I'm only asking as most kit usually gets serviced yearly and I don't have a spare MaxBlend 2 to cover the period the device is away so would ideally like to minimise this as best as I can if that makes sense.

To have the MaxBlend 2 serviced this time round, do you require me to write you a PO or are you happy to accept this email?

Please note that our invoicing address is different to our shipping address. Please find both addresses below

Invoice/billing address:

Gama Aviation (UK) Ltd

1st Floor,[25 Templer Avenue,](#)[Farnborough,](#)[GU14 6FE](#)**Shipping address:**

Gama Aviation

FAO Project Compass, Medical Department

Hangar 12, East Business Park,

North East Sector,

Bournemouth Airport,

Hurn, Christchurch,

BH23 6NE

I look forward to hearing from you.

Best wishes,

Sara

**Sara Walsh: Clinical Service Manager**

Hangar 12, Eastern Business Park, Bournemouth International Airport, Christchurch, Dorset, BH23 6NE, GB

T +44 1202 013687

M +44 7471998021

E sara.walsh@gamaaviation.com

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If you have any further questions or would like to exercise your rights please email dpo@gamaaviation.com

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Registered in England

Registered Office: [1st Floor 25 Templer Avenue, Farnborough, Hampshire, England, GU14 6FE, GB](#)

VAT Registration Number: GB 945 7326 96

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker

Sent: 05 January 2023 12:59

To: Sara Walsh <sara.walsh@gamaaviation.com>

Cc: Dan Abbott <daniel.abbott@gamaaviation.com>

Subject: Re: Gama Aviation Maxblend

Hi Sara and Dan,

With regards to the servicing recommendations, Maxtec recommend that the MaxBlend 2 device undergoes a 2-yearly overhaul service. This would be by return to Viamed and the costs are currently as follows:

Service cost: £180.00+VAT

MaxBlend 2 Service kit: £215.00+VAT

Return carriage: £12.00+VAT

We can do this when you send the device back this time, but the lead-time to get the service kit in might be 1-2 weeks. Alternatively, you can look at setting up a servicing schedule that suits your needs and send it back to us later, following this repair. If you have any queries, please let me know.

Best Regards,

Steve Hardaker

Technical Support Manager

Viamed Ltd.

Please note: Viamed is now enacting hybrid working to allow sales and admin staff to work remotely and in the office. Telephone calls to the main office will be answered, but please continue to use email where possible.

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email: steve.hardaker@viamed.co.uk
Tel: +44 (0)1535 634542
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On Wed, 4 Jan 2023 at 15:49, Sara Walsh <sara.walsh@gamaaviation.com> wrote:

Hi Steve,

Thanks for taking the time to speak with me earlier and for sending the information across.

I can confirm that DPD are due to collect it this afternoon as I've requested for it to be delivered to you as a priority. Hopefully it will find its way to you tomorrow.

I look forward to hearing from you with regards to the annual servicing costs as I believe we'd be better off having it serviced via you directly on an annual basis.

If there is anything else you require from me, please do let me know.

Best wishes,

Sara

Gama Aviation 

Sara Walsh: Clinical Service Manager

Hangar 12, Eastern Business Park, Bournemouth International Airport, Christchurch, Dorset, BH23 6NE, GB

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M +44 7471998021

E sara.walsh@gamaaviation.com

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 04 January 2023 15:20
To: Sara Walsh <sara.walsh@gamaaviation.com>
Cc: Dan Abbott <daniel.abbott@gamaaviation.com>
Subject: Re: Gama Aviation Maxblend

Hi Sara,

As we discussed, the error code that you are seeing on the MaxBlend2 suggests a faulty sensor or cable, but as the device is still under warranty, it would be best if we took a look at the whole thing.

Please can you remove the batteries from the instrument and send it back to us using returns ref SRS68360 to the following address:

Returns Dept - SRS68360

Viamed Ltd.

[15 Station Road](#)
Cross Hills
Keighley
BD20 7DT

The device is under its original warranty, however, should there be anything chargeable and not covered by warranty (physical damage not caused by manufacturing defects etc) a quotation will be provided for authorization prior to commencing work.

I will get back to you shortly with the costs for an annual service.

Best Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Wed, 4 Jan 2023 at 10:50, Sara Walsh <sara.walsh@gamaaviation.com> wrote:

Good morning Steve,

Many thanks for your email.

Dan is off for the rest of the week so I figured it would be best for me to reply so that we can get this matter sorted as soon as possible.

When you speak about the sensor, am I correct in assuming this is the oxygen sensor? If so, it has the following serial number: FJ78899118.

Please do let me know if there is any other information you require from me.

Best wishes,

Sara

Gama Aviation 

Sara Walsh: Clinical Service Manager

Hangar 12, Eastern Business Park, Bournemouth International Airport, Christchurch, Dorset, BH23 6NE, GB

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 03 January 2023 18:45
To: Dan Abbott <daniel.abbott@gamaaviation.com>
Cc: Sara Walsh <sara.walsh@gamaaviation.com>
Subject: Re: Gama Aviation Maxblend

Hi Dan,

The initial fault codes of E01 and E08 refer to a low output sensor and low battery respectively.

Having changed the batteries, the remaining fault code (E03) suggests a problem with the sensor or cable. Do you have the serial number of the sensor? I may be able to determine the age and whether it is likely to need replacing.

If the sensor is not very old, I think we would need you to send it back so that our engineer can take a look.

Best Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Mon, 2 Jan 2023 at 10:44, Dan Abbott <daniel.abbott@gamaaviation.com> wrote:

Morning Steve,

I hope you had a lovely Christmas and a Happy New year. I'm just chasing up on the Maxblend issues we have. I've again tried to calibrate the device this morning with no luck. Initially we got an error code E01 and E08. I have changed the batteries in the device and now the main error code is E03 and I can't get past this unfortunately.

Would you be able to advise us on the best course of action.

Kind regards

Dan

Gama Aviation 

Dan Abbott: Clinical Coordinator Flight Nurse / CAME Lead Nurse

Hangar 12, Eastern Business Park, Bournemouth International Airport, Christchurch, Dorset, BH23 6NE, GB

T +44 1202 013689

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E daniel.abbott@gamaaviation.com

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 22 December 2022 19:04
To: Dan Abbott <daniel.abbott@gamaaviation.com>
Subject: Fwd: Gama Aviation Maxblend

Hi Dan,

I'm going to be away now until the New Year, but to help diagnose the problem, please find attached a copy of the user manual, which lists the fault codes under the Troubleshooting section and may give you an idea of the root cause of the problem.

My colleagues in the sales office should be able to get the answers that you need to help resolve this, if not, I will follow up on my return to work in January.

Have a good Christmas and New Year.

Best Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

Upcoming leave: I will be on leave from the end of Thursday 22nd December until 3rd January with no access to email. Please direct any urgent enquiries to info@viamed.co.uk.

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----- Forwarded message -----

From: **Steve Hardaker** <steve.hardaker@viamed.co.uk>

Date: Wed, 21 Dec 2022 at 15:18

Subject: Re: Gama Aviation Maxblend

To: Daniel Abbott <daniel.abbott@gamaaviation.com>

Hi Dan,

I don't know why but I never received the original email. Please can you advise the fault code and I will see what I can do to help?

Best Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

Upcoming leave: I will be on leave from the end of Thursday 22nd December until 3rd January with no access to email. Please direct any urgent enquiries to info@viamed.co.uk.

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From: **Dan Abbott** <daniel.abbott@gamaaviation.com>

Date: Wed, 21 Dec 2022 at 11:23

Subject: FW: Gama Aviation Maxblend

To: Steve Hardaker <office@viamed.co.uk>

Cc: Sara Walsh <sara.walsh@gamaaviation.com>

Good Morning Team,

Please could I follow up on this request from last month. I haven't received any reply as of yet.

Best wishes

Dan

Gama Aviation 

Dan Abbott: Clinical Coordinator Flight Nurse / CAME Lead Nurse

Hangar 12, Eastern Business Park, Bournemouth International Airport, Christchurch, Dorset, BH23 6NE, GB

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From: Dan Abbott <daniel.abbott@gamaaviation.com>
Sent: 15 November 2022 09:42
To: office@viamed.co.uk

Cc: Sara Walsh <sara.walsh@gamaaviation.com>
Subject: Gama Aviation Maxblend

Good morning Steve,

I hope this email finds you well. Earlier this year you assisted us with an issue with our Maxblend on the transport incubator. This was repaired under warranty. We've recently had our medical kit serviced and have unfortunately had an error code which will not disappear. Would you please be able to advise us on a course of action?

Many thanks

Daniel Abbott

Dan Abbott: Clinical Coordinator Flight Nurse / CAME Lead Nurse

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