

Service Repair Sheet SRS68378

Contact Name

Company/ Hospital Name

Department

Position

Direct Phone

General Phone

Opera Account

Email

Order Number

Date Received

Booked in By

Main Company

Type Return

Adam Keeton

Nottingham City Hospital

EBME Department

Clinical Engineering

0115 969 1169 Ext 82505

00003910

adam.keeton@nuh.nhs.uk

01/Feb/2023

Robert Connor

Viamed

Bring To Attention

VIAMEDclean

Goods In Only

Decontamination
certificate provided
by customer ☐

Cleaned by Viamed,
if no declaration certificate
from customer ☒

Signed: RC

Date: 1/2/23

Goods Out Only

Cleaned by Viamed before
returning to customer

Signed: _____

Date: _____

Notes 27/Jan/2023 Catherine Spence

27/Jan/2023 Catherine Spence

Returning back a Armstrong blender S/N:AL000095

Customer called this week to say that he has received the blender and that it is damaged and leaking. unit was sent out 06/01/2023 and received at the hospital 09/01/2023. Asked if there was damage to the box, but the engineer did not know as he did not receive it in the packaging, he be leaves that stores did not report any damage to the box. I have requested pictures to be emailed, but we have not received them. Need to asses damage of unit.

01/Feb/2023 Robert Connor

Received 1 x blender s/n AL000095, with blenderbuddy, end flowmeter connection is bent.

Ready For quote

Repair Complete Signed

CCGreen 3-4-23

| SRN | Equipment | Stock Ref | Serial Number | Warranty |
|----------|-----------|-----------|---------------|----------|
| SRN35632 | Blender | 5610152 | AL000095 | Yes (r) |

9940000 x 1 FOC

S/N, SRS, SRN

0330900 x 1 FOC

SRS, SRN

UPS x 1 FOC

Our Ref: AR/1227483

City Campus
Clinical Engineering
Hucknall Road
Nottingham
NG5 1PB

Tel: 0115 969 1169 Ext: 8250
E-mail: mesusupport@nuh.nhs.uk

31st January 2023

Viamed Limited
15 Station Road
Cross Hills
Keighley
BD20 7DT

Dear Sir/Madam

Warranty Repair

| | |
|-----------------|---------------------------|
| Asset No | 151088 |
| Manufacturer | Armstrong |
| Model | Neo Flow |
| Serial Number | AL000095 |
| Perceived Fault | Leaking flow meter (Bent) |

The above item has been returned to you for a major overhaul. A quotation will be required before any work is carried out.

Could you please contact our Chief Technician Mr Richard Tuckwood on extension number 82505 email mesusupport@nuh.nhs.uk or Adam.Keeton@nuh.nhs.uk with the cost of repair and confirmation for the work to go ahead. A purchase order number will then be issued to cover the cost of the repair.

Yours sincerely

PP Akeed

**Mr Richard Tuckwood
MESU Team Leader
MESU City Campus**

Service Repair Sheet 68378

| | |
|------------------------|--------------------------|
| Contact Name | Adam Keeton |
| Company/ Hospital Name | Nottingham City Hospital |
| Department | EBME Department |
| Position | Clinical Engineering |
| General Phone | 0115 969 1169 Ext 82505 |
| Opera Account | 00003910 |
| Email | adam.keeton@nuh.nhs.uk |
| Date Received | 01/Feb/2023 |
| Booked in By | Robert Connor |

| | | | | |
|----------|---------|----------|----------------|---------------------|
| Repair | Ref | S/N | Equipment Type | Under Warranty |
| SRN35632 | 5610152 | AL000095 | Blender | Complete - Repaired |
| | | | | Time :0 Hour(s) |

Parts Replaced

| | |
|--------|---------|
| Qty: 1 | 0330900 |
|--------|---------|

We have replaced the damaged connector under warranty.

I have done a leak test and quick calibration check on the blender. As expected since it was recently serviced it is all working fine.

I have used snoop to leak test the blender buddy. It has a built in leak to allow gas flow over the sensor but when I occlude that it doesn't appear to leak anywhere else. The flow meters are working as expected.
