



Aqib Majeed <viamed.aqib.majeed@gmail.com>

Fwd: Viamed**Ryan Swaine** <office@viamed.co.uk>

10 May 2023 at 14:49

Reply-To: ryan.swaine@viamed.co.uk

To: Kate Griffiths <kate.griffiths@vmsecure.me.uk>, Aqib Majeed <aqib.majeed@vmsecure.me.uk>, Janine Gill <janine.gill@vmsecure.me.uk>, Sophie Lines <sophie.lines@vmsecure.me.uk>

Hi, please can we send Cime Group a proforma invoice for the following:

Code	Description	Qty	U/P	Total
110022	R-22MED	100	32.5	3250.00
110023	R-23V	3	43.75	131.25
110030	R-30V	5	70	350.00
110017	R-17 Med	3	34.5	103.50
			Total	USD 3,834.75

We will have to make them aware of the latest pricing.

Thank you, Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
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Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

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

From: **Ibrahim Issa** <cimegrp@cyberia.net.lb>

Date: Wed, 10 May 2023 at 13:49

Subject: RE: Viamed

To: <ryan.swaine@viamed.co.uk>

Dear Ryan,

It's always nice to hear from you.

We are fine . Thank you. Hope you are fine too.

It happened that we were preparing an order for O2 cells to send it this week to Viamed.

Please find below our order details :

Code	Description	Qty	U/P	Total
110022	R-22MED	100	32.5	3250.00
110023	R-23V	3	43.75	131.25
110030	R-30V	5	70	350.00
110017	R-17 Med	3	34.5	103.50
			Total	USD 3,834.75

I hope that we won't face problems, with the new R-22 O2 Cells, similar to the ones of our last order.

You can ship with the order the R22 Cells subject of your return file SRS 68253 (copy of related email attached). Till this date we had one additional O2 Cell defective out of box at customer site S.N 597030.

P.S : We didn't send the defective O2 cells back to you as they will cost us above 150USD shipment & custom fees. (We have to pay customs fees for medical devices even if we are sending back defective items !!!)

As for the new sensors you are working on , will you have an equivalent for Hamilton C series O2 cell (P.N 396200) ? This sensor interests us.

Thanks again for your inquiry and follow up.

Best Regards,

Ibrahim



From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Ryan Swaine

Sent: Tuesday, May 9, 2023 6:20 PM

To: Ibrahim Issa

Subject: Viamed

Hi Ibrahim

I hope you are keeping well.

I just wanted to check in with you and see how everything is going and if there is anything you need that we may be able to help with?

We are working on new sensors and very soon we aim to have a compatible sensor for the Maquet Servo vents. Would this be of interest to you?

Best regards

Ryan

Ryan Swaine
International Sales Manager
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----- Forwarded message -----

From: Ryan Swaine <office@viamed.co.uk>
To: Ibrahim Issa <cimegrp@cyberia.net.lb>
Cc:
Bcc:
Date: Mon, 8 Aug 2022 14:09:19 +0300
Subject: Re: FW: Oxygen Sensors
Hi Ibrahim

Thank you, I have set up a returns file, reference SRS68253. Because of the age of the sensors, it would be good to get them back sooner rather than later. If any more sensors appear to be faulty, please let me know the serial number and I will add them to the same file.

Best regards
Ryan

Ryan Swaine
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On Mon, 8 Aug 2022 at 11:39, Ibrahim Issa <cimegrp@cyberia.net.lb> wrote:

Dear Ryan,

Please find below the serial numbers requested.

P.S : If you are setting a return file, you can prepare it and keep it on hold until we see the behavior of the remaining cells . The replacements can be sent with a future order.

Best Regards,

Ibrahim

Ibrahim E. Issa

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From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Ryan Swaine**Sent:** Friday, August 5, 2022 2:42 PM**To:** Ibrahim Issa**Subject:** Re: FW: Oxygen Sensors

Hi Ibrahim

It's a strange situation with the R-22MED, we get very few issues with this sensor. I have discussed this with my colleagues to see if anybody else is having any problems and it looks like an isolated case. I am going to set up a returns file for you, please can you let me know the serial numbers for the 7x sensors? (**S.N : 597179, 597183, 596180, 597024, 597014, 597026 & 597032**)

For your information, we have tightened the specification of the R-30V, we no longer have any issues with these sensors on older or newer models of vent.

Best regards

Ryan

Ryan Swaine

International Sales Manager

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On Fri, 29 Jul 2022 at 08:18, Ibrahim Issa <cimegrp@cyberia.net.lb> wrote:

Dear Ryan,

Thank you for your below email and follow up.

I am fine & hope you are fine too.

Concerning the O2 Sensors, we followed the procedure you sent and tested all sensors.

Out of 60 sensors, 42 gave a good voltage (between 9 & 10mV) out of box and 18 had a voltage between 0 & 2 mV .

We repacked the sensors which gave a good voltage, sealed the bags with a heat sealing machine and did a small hole at the corner of the bags to allow a small amount of oxygen to enter the packs as per your recommendation.

As for the remaining 18 cells, 13 needed from 1 to 2 weeks to recover and give a voltage between 9 to 10 mV & pass the ventilator calibration test.

5 sensors out of the 60 didn't recover. In total we have 7 defective sensors till now including the 2 sensors we sent about previously.

We are still following up the behavior of the sensors we are sending to customers. Some are kept in their stock and we won't get their feedback until they use them.

We have been working with Viamed for over 20 years and this is the first time we have similar problems with the R22 Teledyne O2 cells.

Most problems we faced in the past were with the R30 sensors which were not very stable and had bad response & life times.

Have a nice weekend.

Best Regards,

Ibrahim



From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Ryan Swaine

Sent: Thursday, July 28, 2022 6:24 PM

To: Ibrahim Issa

Subject: Re: FW: Oxygen Sensors

Hi Ibrahim

I hope you're well. I never received any reply regarding the potential sensor issue, did you resolve it?

Best regards

Ryan

Ryan Swaine
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On Thu, 14 Apr 2022 at 13:15, Ryan Swaine <ryan.swaine@viamed.co.uk> wrote:

Hi Ibrahim

We believe the issue to be related to the sensor being in the packet for a long duration, the sensors use up the available oxygen in the packet and then they go into a sleep state which can lead them to being unstable when then subjected back to air/O2. This normally lasts a few hours, but can last longer. Some manufacturers are now putting a hole in the packaging in order to allow a small amount of oxygen to enter the packet. We supply an OEM who has a small hole in the bag and Maxtec have put a hole into the moulding of their packages.

In regards to your sensors there are a couple of options:

1) You can open the bags of the sensors, leave them for 24 hours and then test them. We can provide you with a connector that can be attached to any digital volt meter and a heat sealing machine so you can reseal the bags. Any sensors that are faulty can be returned for replacement.

2) You can return the stock you have and we will test them. Any faulty sensors will then be replaced.

Please let me know which option you would prefer?

Best regards

Ryan

Ryan Swaine
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On Fri, 8 Apr 2022 at 09:52, Ibrahim Issa <cimegrp@cyberia.net.lb> wrote:

Dear Ryan,

Thank you for your follow up.

Awaiting your feedback.

Best Regards,

Ibrahim



From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Ryan Swaine

Sent: Thursday, April 7, 2022 4:29 PM

To: Ibrahim Issa

Subject: Re: FW: Oxygen Sensors

Hi Ibrahim

I have not forgotten about you, I have raised this issue and I will come back to you soon.

Best regards

Ryan

Ryan Swaine
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On Tue, 5 Apr 2022 at 14:01, Ibrahim Issa <cimegrp@cyberia.net.lb> wrote:

Dear Ryan,

Thank you for your prompt reply.

Kindly find below the requested info.

Best Regards,

Ibrahim

Issa Ibrahim

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From: Main Account [<mailto:viamedinbox@gmail.com>] **On Behalf Of** Ryan Swaine
Sent: Tuesday, April 5, 2022 1:14 PM
To: Ibrahim Issa
Subject: Re: Oxygen Sensors

Hi Ibrahim

I am glad to hear you are keeping well.

I am sorry to hear about the R-22MED sensors, we supply a lot of these sensors with little to no problems, so it is a concern that you have experienced these failures.

There is one issue that I have to check with you first. Sensors that have been sealed in the packaging for a while and are then opened and exposed to air/o2 may give a high and unstable output, so calibration would be impossible. After an hour or two of being exposed to air or O2, you should see the sensors return to specification. Would it be possible for you to retest the sensors that have failed?

We are aware that the sensors could need 1 to 2 hours for stability, but as we mentioned in the below email, the cell are requiring from 1 till 7 days to be able to be calibrated and give a reading.

Are you testing them in a ventilator or are you checking the mV output? If you are checking the mV output what outputs are the sensors giving?

With the problematic cells, the Ventilator shows “insert O2 Cell” message. It is not even recognizing that there is an O2 cell inserted, and of course in the maintenance page the voltage is showing 0V. The Cells that resumed operation after 1 to 7days of opening the sealed package, the Voltage was around 0.97V after passing Calibration and could reach 4.65V during the calibration process.

P.S: The Voltage values mentioned above are the values shown in the maintenance page and are within specs set by the manufacturer (Hamilton).

We are aware that the sensor output of the R22 is from 9 to 13mV on Teledyne/Viamed specs.

You mentioned that you still have 60 sensors on stock from the batch of 100, how many failed sensors do you currently out of the 40 that you have tested or sold?

2 sensors (S.N 597179 & 597183)

All the others were operational after 1 to 7 days of opening the sealed package. This is our issue.

For the first O2 Cells it required 1 to 2 days to stabilize and give a voltage reading . For the latest ones it is requiring up to 7days to stabilize.

We are afraid that the remaining sensors would behave worse if kept in stock for a longer time. O2 Cells production date is Feb 2021.

I will await your reply.

Best regards

Ryan

Ryan Swaine
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On Tue, 5 Apr 2022 at 10:39, Ibrahim Issa <cimegrp@cyberia.net.lb> wrote:

Dear Ryan,

We are fine thank you and hope you are keeping fine as well.

It's always nice to hear from you. It has been a long time indeed we didn't get in touch.

Crazy times is the just description for the last and actual periods.

Above all this, we had our own problems in Lebanon : the financial crisis and the currency deficiency, the Huge explosion at Beirut Port, the political situation etc.

Nevertheless we are still managing to move forward.

You can assist me with the below:

We received an order from Viamed in March 2021 for 100 X R22 Oxygen sensors (S.N: 597056 to 597067 , 596978 to 597037 , 597158 to 597183 , 597186 & 597187)

It is the first time we have problems with these sensors.

Starting November 2021, we had feedbacks from customers complaining that the R22 sensors received present an out of box failure (O2 cells not achieving calibration and Ventilators giving the message "defective O2 Sensor " or "O2 sensor not installed".

At the beginning , we thought that the problem was with the users not installing or calibrating the sensors correctly.

After further investigation due to complaints from several customers we did the trial ourselves on Hamilton Ventilators in our premises, we realized that many out of box O2 cells won't operate at all or not pass calibration. After leaving these cells in the ambient air for 1 or 2days they will operate correctly and pass calibration . We are keeping a close eye on these sensors to monitor their performance .

2 Weeks ago we had a request for 6 X R22O2 cells from a customer who already had problems with previous sensors, so we informed him that we will test the sensors in our workshop before sending him the sensors and that he will receive them in unsealed packages . He agreed.

Out of six sensors only two operated correctly . All the others were not recognized by the ventilators. We had to open another 8 boxes in order to have 6 functional sensors.

Out of the eight non-functional sensors, six were operational after one week and we still have 2 sensors (S.N 597179 & 597183) not operational till this date.

We still have 60 Sensors R22 in stock and we don't know how to manage this issue.

Kindly advise.

Best Regards,

Ibrahim



From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Ryan Swaine

Sent: Monday, April 4, 2022 4:49 PM

To: Ibrahim Issa

Subject: Oxygen Sensors

Hi Ibrahim

It has been a long time since we had any correspondence, so I hope you are keeping well and busy during these crazy times.

Please let me know if you have any requirements we may be able to help with.

Best regards

Ryan

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Re: FW: Oxygen Sensors.eml

95K