

Subject : FW: Leak-testing for beanbags
Date : Tue, 4 Jun 2013 09:04:00 +0100
Linked to : Jodi Gosselin
From : "Jodi Gosselin" <jodi@davidscottco.com> (By way of info@viamed.co.uk)
To : SHARD (Steve Hardaker) <GoldMine User>

Hi Steve,

Scott told me you have a customer that has a potential leak in one of our bean bags.

You can certainly have them inflate the bean bag however they must be careful not to over inflate as it will pop like a balloon.

That usually gives us an idea of where the leak is coming from.

If that doesn't work you can also submerge the beanbag in water when it is inflated there will be little tiny bubbles coming from the leak.

Also have them check the valve to make sure it is not compromised in anyway.

As always if they are uncomfortable trying any of these methods they can always send the item back and we can take a look at it.

Keep us posted as to what they find.

Regards,
Jodi Gosselin

From: Scott Sepinuck [mailto:scott@davidscottco.com]
Sent: Monday, June 03, 2013 12:14 PM
To: 'Jodi Gosselin'
Subject: FW: Leak-testing for beanbags



Scott Sepinuck

VP, Director of Sales

David Scott Company

59 Fountain Street | Framingham, MA 01702

Toll Free: 800-804-0333 | Tel: 508-875-3333 | Fax: 508-875-3375

Email: scott@davidscottco.com

Website: www.davidscottco.com

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From: Steve Hardaker [<mailto:steve.hardaker@viamed.co.uk>]

Sent: Monday, June 03, 2013 11:17 AM

To: Scott Sepinuck

Subject: Leak-testing for beanbags

Hi Scott,

I have a customer who suspects that their Butterfly positioner is faulty as it does not maintain its shape for longer procedures lasting a number of hours.

Our representative tested it by applying suction and sealing the valve, then checking after around 90 minutes. The bag seems to retain its shape over these short time frames but the customer is unhappy because during longer procedures they need to keep the suction applied, which hinders access to the patient.

They want to return it under warranty. It would be useful to identify whether the cause is something not covered by warranty (such as a scalpel nick), or something that might be (such as leaking seams).

Do you have a procedure to test for leaks and identify where they are? Would, for example, inflating it with air and checking for leaks using surfactant be an acceptable method?

Any help that you can give would be appreciated.

Regards,

Steve

Steve Hardaker
UK Sales Manager
Viamed Ltd.
<http://www.viamed.co.uk>
email: steve.hardaker@viamed.co.uk
Tel: +44 (0)1535 634542
Fax: +44 (0)1535 635582

Twitter: twitter.com/ViamedLtd
Facebook Page: Search for Viamed Ltd

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[Sent via Goldmine]