



Cathy Green <viamed.cathy.green@gmail.com>

AW: CO2 high on 2500-M Vet

1 message

Froehlich, Heidi <h.froehlich@bluepoint-medical.com>

9 April 2024 at 11:21

To: "michael.green@viamed.co.uk" <michael.green@viamed.co.uk>, Cathy Green <cathy.green@viamed.co.uk>

Cc: bluepoint MEDICAL Service <service@bluepoint-medical.com>

Hello Michael,

Please send the SN of the Capnograph 2500-M Vet units.

Which FW do they have? v8.8 or smaller?

This information helps me to know if they perhaps performed a calibration.

From FW v8.8 we removed the possibility for calibration, because customers messed up the calibration. The used test gas in most cases does not fulfill the requirements.

I solved those cases by sending the unit back to masimo to reset it to factory calibration. This was always perfect.

Anyway you can send the units here for calibration check with out 5.0% CO2 test gas.

This will definitely show if the calibration is ok.

In addition we can check the error code history to see if we find other possible reasons for the message.

For this please do not delete any data else we are not able to evaluate based on the data.

Let me know how you plan to proceed.

Best regards,

Heidi

Mit freundlichen Grüßen

Best regards

Heidi Fröhlich

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Von: michael.green@viamed.co.uk <viamed.michael.green@gmail.com>

Gesendet: Montag, 8. April 2024 17:30

An: Froehlich, Heidi <h.froehlich@bluepoint-medical.com>; Cathy Green <cathy.green@viamed.co.uk>

Betreff: CO2 high on 2500-M Vet

Hello Heidi,

A customer has sent two Capnograph 2500-M Vet units, with IRMAs, in for assessment. They say that the units are displaying an error message "CO2 sensor too high". I have not been able to reproduce the fault. I thought a calibration might clear any issue that they are having. I would appreciate any advice on how to proceed.

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Regards,

Michael Green

Technical Support

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