



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

Fwd: O2 CELLS - CLARIFICATION URGENT RESPONSE PLS

Ryan Swaine <ryan.swaine@viamed.co.uk>

5 November 2024 at 14:45

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

To: Kate Griffiths <kate.griffiths@viamed.co.uk>, Aqib Majeed <aqib.majeed@viamed.co.uk>, Sophie Lines <sophie.lines@viamed.co.uk>

Hi Aqib, please can you change the R-22VA to R-22MED sensors on the IMTC order.
Thank you, Ryan

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

From: **Avram Bratspiess** <Avram@imtc.co.il>

Date: Tue, 5 Nov 2024 at 14:23

Subject: Re: O2 CELLS - CLARIFICATION URGENT RESPONSE PLS

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

Hi
As advised
Since customer advised that vent. Mfr specify. R 22 med
I need the R22 med from teledine fresh mfr.
Pls confirm all is clearv

On Nov 5, 2024 11:49 AM, Ryan Swaine <ryan.swaine@viamed.co.uk> wrote:
Dear Avram

I was just checking the details on your order and it appears you have ordered R-22VA sensors, but I was under the impression you wanted R-22MED. Please can you clarify?

Best regards
Ryan

Ryan Swaine
International Sales Manager
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On Tue, 5 Nov 2024 at 06:20, Avram Bratspiess <Avram@imtc.co.il> wrote:

| GOOD MORNING

CELLS FAILED IN THE VENTILLATOR

I DO NOT KNOW IN WHICH PARTICULAR VENTILLATOR THEY FAILED BUT I AM SURE THAT IT FAILED IN SEVERAL VENTILLATORS

FURTHER TO OUR COMMUNICATION

PLS RUSH THE REPLACEMENT R 22 MED FRESH MFR. (LESS THEN 4-5 MONTHS FROM MFR.)

AS SOON I WILL RECIVE THE CELLS I WILL GO TO HOSPITAL AND COLLECT ALL THE FAULTY ONES AND SEND IT BACK TO YOU

PLS CONFIRM AND ADVISE SHIPPING DETAILS

NOTE : ON THE INVOICE DO NOT MENTION THAT CELLS ARE FOR MEDICAL USE

IN ADDITION TO REMIND YOU TO SEND ALL MISSING DOCUMENTS FOR THE MOH REGISTRATION

THANKS

AVRAM

From: Ryan Swaine <ryan.swaine@viamed.co.uk>
Sent: Monday, November 4, 2024 12:53 PM
To: Avram Bratspiess <Avram@imtc.co.il>
Subject: Re: O2 CELLS - CLARIFICATION URGENT RESPONSE PLS

Hi Avram

Please arrange to return the failed sensors, please add the following reference to the parcel: SRS68947.

We will aim to replace the failed sensors with sensors that have been manufactured within 4-6 months.

Please can you tell me if the following sensors failed in the ventilator and if so, which ventilator model?

936023 - OUTPUT "7 "

9364402 -OUTPUT "9 "

These are within specification, if they are failing in the ventilator then I would suggest that they are the wrong sensor.

Best regards

Ryan

Ryan Swaine
International Sales Manager
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On Fri, 1 Nov 2024 at 06:01, Avram Bratspiess <Avram@imtc.co.il> wrote:

Good Morning

Further to previous communication

We tested several sensors and following are the info

R22 MED

S/N : 936023 - OUTPUT "7 "

9364402 -OUTPUT "9 "

936440 OUTPUT "0 "

936 435 OUTPUT "0"

956256 OUTPUT "6"

956262 OUTPUT "5"

956251 OUTPUT "6"

ADDITION WE CHECKED ADDITIONAL CELLS THAT GIV OUTPUT OF "0"

AGAIN SEEMS LIKE THERE IS AN ISSUE WITH OLD MFR. CELLS

CUSTOMER IS VERY MUCH DISAPOINTED AND BASED ON HIS EXPIRENCE HE IS ALMOST 100% SURE THAT PROBLEM IS DUE TO OLD MFR. CELLS AND NOW ASK FOR FREE OF CHARGE REPLACEMENT

WITH FRESH MFR. R-22MED THAT MFR. DATE IS LESS THE 4-6 MONTHS

DO YOU HAVE IN STOCK ?? QTY ??

THIS ISSUE IS BECOMING A REAL CRISS AND I WILL APPRECIATE YOUR FAST AND DETAILED REPLY

THANKS FOR YOUR COPERTION

AVRAM

From: Ryan Swaine <ryan.swaine@viamed.co.uk>

Sent: Tuesday, October 29, 2024 12:11 PM

To: Avram Bratspiess <Avram@imtc.co.il>

Subject: Fwd: O2 CELLS - CLARIFICATION

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From: **Ryan Swaine** <ryan.swaine@viamed.co.uk>

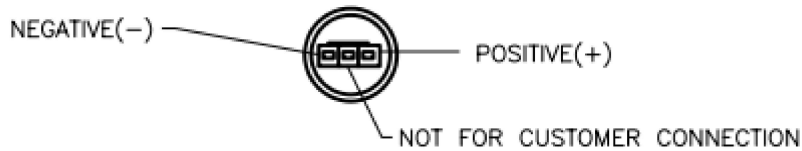
Date: Wed, 31 Jul 2024 at 13:10

Subject: Re: O2 CELLS - CLARIFICATION

To: Avram Bratspiess <Avram@imtc.co.il>

Hi Avram

Using a multimeter on a mV setting, check the voltage using the the two outer pins on the connector:



Please make sure that the sensor is in a well ventilated area and try not to breathe over it while testing.

Best regards

Ryan

Ryan Swaine
International Sales Manager
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On Wed, 31 Jul 2024 at 06:09, Avram Bratspiess <Avram@imtc.co.il> wrote:

GOOD MORNING

AS IT IS NOT CLEAR HOW TO PERFORM THE CHECK YOU SUGGETED I WILL HIGHLY APPRECIATE IF YOU WILL SEND INSTRUCTIONS

THANKS

HAVE ANICE DAY

AVRAM

From: Ryan Swaine <ryan.swaine@viamed.co.uk>

Sent: Friday, July 26, 2024 3:12 PM

To: Avram Bratspiess <Avram@imtc.co.il>

Subject: Re: O2 CELLS - CLARIFICATION

Hi Avram

The way to check is to take one of the sensors after it fails calibration and check the mV output of the sensor. Would this be possible?

Best regards

Ryan

Ryan Swaine
International Sales Manager
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On Fri, 26 Jul 2024 at 07:56, Avram Bratspiess <Avram@imtc.co.il> wrote:

Hi,

Thank you very much for your quick response.

The explanation is clear, but it should be noted that the S1 manufacturer (Hamilton Medical) **provides only R22MED sensors and not R49V.**

Your R22MED sensors delivered through Hamilton Medical work great and last more than a year without any problems.

It is not clear why the same sensor does not cause problems when supplied by Hamilton medical but causes problems when supplied indirectly not through the ventilator manufacturer.

Waiting to receive clarifications and explanations.

HAVE A NICE WEEKEND

AVRAM

From: Ryan Swaine <ryan.swaine@viamed.co.uk>
Sent: Wednesday, July 24, 2024 7:19 PM
To: Avram Bratspiess <Avram@imtc.co.il>
Subject: Re: O2 CELLS - CLARIFICATION

Hi Avram

We would not recommend the R-22MED for use in the Hamilton S1 vents.

The S1 requires a higher output sensor, so you may find a brand new R-22MED sensor with an output of 11mV in air that may work, but if it drops over 6 months to say 10.5 then it may be still be within it's specification (7-13mV) but it could be out of specification for the ventilator and therefore it will not calibrate as the vent will assume that the sensors has expired.

The sensor we recommend for the S1 is the R-49V, it has a higher output of 13-16mV in air.

0110049 Oxygen sensor R-49V = USD \$37.75 each EXW.

Best regards

Ryan

Ryan Swaine
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On Wed, 24 Jul 2024 at 15:05, Avram Bratspiess <Avram@imtc.co.il> wrote:

GOOD AFTERNOON

MY CUSTOMER THAT USE R 22 CELLS IN VENTILLATORS
HAMILTON MEDICAL MODEL S1

COMPLAIN THAT AFTER APROX 6-8 MONTHS OF USE THE
VENTTILATOR GIVR ERROR MSG AS O2 CELL CAN NOT BE
CALIBERATED AND /PLS NOTE I RECEIVED THIS COMPLAIN FROM
OTHER USERS AS WELL

PLS NOTE THAT THESE ARE FRESH CELLS WHICH WE RECEIVED
SHORT TIME BEFORE WE DELIVERED TO CUSTOMER AND
INSSTALLING IN THE VENTTILATORS

LOOKING FORWARD TO YOUR CLARIFICATIONS /EXPLANATIONS
OF WHAT MAY BE THE REASON

THANKS

AVRAM