



Steve Hardaker <viamed.steve.hardaker@gmail.com>

RE: Armstrong NeoFlow Blender s/n AL000075

1 message

KEETON, Adam (NOTTINGHAM UNIVERSITY HOSPITALS NHS TRUST) <adam.keeton@nhs.net>

16 January 2025 at 07:43

To: Steve Hardaker <steve.hardaker@viamed.co.uk>

Hi Steve,

Thank you for the update. Please proceed with the service as planned. It would be great if you could provide the necessary details so I can arrange for the replacement promptly. I will also work on removing the badges as described.

Kind regards,

Adam Keeton

Clinical Engineering Technologist

Email: adam.keeton@nhs.net

Tel.: 01159 691169 ext: 75789

**From:** Steve Hardaker <steve.hardaker@viamed.co.uk>**Sent:** 15 January 2025 16:38**To:** adam.keeton@nuh.nhs.uk**Subject:** Armstrong NeoFlow Blender s/n AL000075

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Hi Adam,

I think that you will already be aware of this issue as it came back with tape on it, but the Armstrong NeoFlow Blender s/n AL000075 that you returned on SRS68992 has a badly cracked casing, see below.



We think we can get a replacement casing as it is essentially a Maxtec Micromax re-badged for Armstrong, but it might take a couple of weeks and we can't get the Armstrong Medical labels.

Do you want us to service this as return it as it is, then send you the details of the replacement casing when we have them so that you can replace it yourself? This job is very minor, it's basically just a fascia and removing it has no effect on the calibration.

The only tricky part will be the labels, you should be able to get them off intact by gently warming them with a heat-gun on low or a hairdryer, then lifting them with a blade and gently peeling them off. We will see if we can also get the Maxtec version of the labels for the O2 and the side outlets, but we can't change the device model label as that would misrepresent the device's identity.

Please could you let me know how you would like to proceed?

Best regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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