



Phil Crossley &lt;viamed.phil.crossley@gmail.com&gt;

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**Fwd: FW: Max14 Sensor Warranty Failure**

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**Aqib Majeed** <aqib.majeed@viamed.co.uk>  
To: philip.crossley@viamed.co.uk

3 July 2025 at 11:08

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The sensor has been tested multiple times in both O2 and Air by us, it is stable and giving a linear output.

We are not sure what the problem was but the sensor appears to be working as it should.

Please advise if we can return it to your self so you can try it with your equipment

Kind regards

Aqib Majeed  
Office Administrator  
Viamed Ltd.

<http://www.viamed.co.uk>  
email: [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)  
Tel: +44 (0)1535 634542  
Fax: +44 (0)1535 635582  
Twitter: [twitter.com/ViamedLtd](https://twitter.com/ViamedLtd)  
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On Wed, Jul 2, 2025 at 3:59 PM Dominic Oconnor <[Dominic.Oconnor@merseywestlancs.nhs.uk](mailto:Dominic.Oconnor@merseywestlancs.nhs.uk)> wrote:

Hello Aqib,

Thanks for your quick response.

The cell had been given time to breathe prior to use.

It had been fitted 13/03/2025 and was working fine.

But recently wouldn't give readings below 40% O2.

When I attempted to calibrate the test device at 21% it was displaying a calibration error and advising O2 sensor replacement.

We don't carry a spare sensor, so I am unable to verify functionality with another confirmed good sensor.

Kind regards

**Dominic O'Connor**

**Medical Engineer**



EBME (5<sup>th</sup> Floor)

Whiston Hospital

Warrington Road

Prescot

L35 5DR

Tel: 0151 430 2390

[dominic.oconnor@sthk.nhs.uk](mailto:dominic.oconnor@sthk.nhs.uk)

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**From:** Aqib Majeed <[aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)>

**Sent:** 02 July 2025 15:41

**To:** Dominic Oconnor <[Dominic.Oconnor@merseywestlancs.nhs.uk](mailto:Dominic.Oconnor@merseywestlancs.nhs.uk)>

**Subject:** Re: FW: Max14 Sensor Warranty Failure

Hello Dominic

Good afternoon

I have spoken to my repairs team and they have advised the sensor works perfectly fine after testing.

Can you please advise why it failed?

Also can you confirm if gave it enough time to breath before you start to use it or if you replaced it with another one of our sensors that did work?

Please advise.

Kind regards

Aqib Majeed

Office Administrator

Viamed Ltd.

<http://www.viamed.co.uk>

email: [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)

Tel: +44 (0)1535 634542

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On Wed, Jul 2, 2025 at 3:35 PM Dominic Oconnor <[Dominic.Oconnor@merseywestlancs.nhs.uk](mailto:Dominic.Oconnor@merseywestlancs.nhs.uk)> wrote:

Hello Aqib,

Could I request an update regarding warranty return case number SRS69162?

The sensor was returned 24/06/2025 to the address you provided below.

We are currently without full functionality on one of our FLUKE VT PLUS testers which is detrimentally effecting servicing.

Any update would be much appreciated.

Many thanks

Kind regards

**Dominic O'Connor**

**Medical Engineer**

EBME (5<sup>th</sup> Floor)

Whiston Hospital

[Warrington Road](#)

[Prescot](#)

[L35 5DR](#)

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[dominic.oconnor@sthk.nhs.uk](mailto:dominic.oconnor@sthk.nhs.uk)



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**From:** Aqib Majeed <[aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)>  
**Sent:** 20 June 2025 15:04  
**To:** Dominic Oconnor <[Dominic.Oconnor@merseywestlancs.nhs.uk](mailto:Dominic.Oconnor@merseywestlancs.nhs.uk)>  
**Subject:** Re: FW: Max14 Sensor Warranty Failure

Hello Dominic

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