
Re: Support Request - VM2500M (SN-A1806130004) SpO2 Sensor Issue

1 message

Steve Nixon <steve.nixon@viamed.co.uk>
To: Ashley Davies <Ashley@thamesmedical.com>
Bcc: Main Account <viamedinbox@gmail.com>

29 September 2025 at 12:42

Hi Ashley

It is difficult to comment without seeing the unit. Of course the unit is way out of warranty, but as you say if the unit has been dropped, then the connection between the connector and PCB could be affected; or the SpO2 module could have been dislodged...

As discussed, if you wish to return the unit for evaluation, then please quote reference number **SRS 69252**.

Steve

On Mon, 29 Sept 2025 at 10:05, Ashley Davies <Ashley@thamesmedical.com> wrote:

Morning Steve,

I can send you over the SNs of the sensors if you wish, but I have also tested with the 3 we have in house and they are not responding either so my assumption is that this is an issue with the unit rather than the sensors themselves.

Kind regards,

Ashley Davies

Office Manager & Lead Engineer

Telephone: 01903 522911

Email: ashley@thamesmedical.com

Website: www.thamesmedical.com

8 A'becket Gardens, Worthing, BN13 2BW

From: Steve Nixon <steve.nixon@viamed.co.uk>

Sent: Friday, September 26, 2025 1:53 PM

To: Ashley@thamesmedical.com

Cc: Kate Griffiths <kate.griffiths@viamed.co.uk>

Subject: Re: Support Request - VM2500M (SN-A1806130004) SpO2 Sensor Issue

Hi Ashley

I discussed this unit with Mike a few weeks ago.

Can you please confirm the serial numbers of the two sensors.

Steve

On Fri, 26 Sept 2025 at 12:53, Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Kind regards

Kate Griffiths

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

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From: **Ashley Davies** <Ashley@thamesmedical.com>

Date: Fri, 26 Sept 2025 at 12:32

Subject: Support Request - VM2500M (SN-A1806130004) SpO2 Sensor Issue

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

Cc: Kate Griffiths <kate.griffiths@viamed.co.uk>

Good afternoon,

We've just received a VM2500M unit (SN-A1806130004) back from one of our clients in Ireland. While the unit is technically out of warranty, it was only sold on their end around four months ago.

The client initially reported a faulty SpO2 sensor, which we promptly replaced. However, they've now returned the full kit, claiming that the replacement sensor isn't working either.

We were hoping to identify a fault with the internal board, possibly the result of an unreported drop, but unfortunately, we couldn't find anything conclusive. At this stage, none of the SpO2 sensors are functioning with the unit. There's no visible light from the sensor, although the unit does appear to register when one is connected.

Would you be able to advise on the best next steps? Any insights would be greatly appreciated.

Kind regards,

Ashley Davies

Office Manager & Lead Engineer



Telephone: 01903 522911

Email: ashley@thamesmedical.com

Website: www.thamesmedical.com

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Steve

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Steve

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