



Kate Griffiths &lt;viamed.kate.griffiths@gmail.com&gt;

**{CN-007630} Viamed Oxygen cell sensor - Manufacturer Complaint Notification**

1 message

**Customer Complaints** <CustomerComplaints@inspiration-healthcare.com>

25 November 2025 at 12:48

To: "steve.hardaker@viamed.co.uk" &lt;steve.hardaker@viamed.co.uk&gt;, "kate.griffiths@viamed.co.uk"

&lt;kate.griffiths@viamed.co.uk&gt;

Cc: Customer Complaints &lt;CustomerComplaints@inspiration-healthcare.com&gt;

Dear Viamed,

I hope I have the right contacts. I am writing from Inspiration Healthcare to inform you of a complaint we have received regarding one of your devices.

You may find the complaint form from our customer in Austria attached. They have experienced a fault with an R-22MEDV medical oxygen cell sensor failing out-of-box; the sensor always is at 0V, no matter the actual oxygen concentration.

I have requested the faulty cell to be returned to us, so we can check it, and if the fault is confirmed, we would like to send this to you for investigation.

Please let me know if there is anything you require, and I will be happy to support. Thank you.

Kind regards,

Adam Wigfield, Complaints Co-ordinator

t +44 (0)330 175 0000 | m +44 (0) 7785611709 | [View our locations](#)[www.inspirationhealthcaregroup.com](http://www.inspirationhealthcaregroup.com)

Inspiration Healthcare:

Queen's Award for Enterprise: International Trade 2019

SLE:

Queen's Award for Enterprise: Innovation 2021



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**2 attachments**