



Kate Griffiths <viamed.kate.griffiths@gmail.com>

Fwd: mal functioning and new inquiry.

1 message

Steve Nixon <steve.nixon@viamed.co.uk>
To: Kate Griffiths <kate.griffiths@viamed.co.uk>
Bcc: viamedinbox@gmail.com

16 February 2026 at 15:55

----- Forwarded message -----

From: **Monique van Eldik** <vaneldik@uno-lifescience.com>
Date: Fri, 13 Feb 2026 at 11:25
Subject: Re: mal functioning and new inquiry.
To: Steve Nixon <steve.nixon@viamed.co.uk>

Hi Steve,

Yes, I want to order a new Irma analyzer and a couple of small adaptors.

Please send me the details so that I can send you the PO



Monique van Eldik-Beyer UNO Life Science Solution (UNO Roestvaststaal BV)

* PO Box 15 * NL - 6900 AA Zevenaar

Assistant Manager
E: vaneldik@uno-lifescience.com

O: +31 316 524451 / M: +31 6 51447785 /

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immediately? In that case we also request you to destroy the e-mail and to neither use the contents nor disclose them to third

parties, because the message can contain confidential information which may be protected by professional secrecy



Van: Steve Nixon <steve.nixon@viamed.co.uk>
Datum: vrijdag 13 februari 2026 om 12:19
Aan: Monique van Eldik <vaneldik@uno-lifescience.com>
CC: Kate Griffiths <kate.griffiths@viamed.co.uk>, Ryan Swaine <ryan.swaine@viamed.co.uk>
Onderwerp: Re: mal functioning and new inquiry.

Dear Monique

We should have an IRMA ready by the end of next week.

Do you wish to order a new IRMA analyzer?

The adapter image shows that the stock expired in 2014-09. These are very old and well beyond the expected life, so are likely to be the source of the problem.

Regards

Steve

On Fri, 13 Feb 2026 at 10:03, Monique van Eldik <vaneldik@uno-lifescience.com> wrote:

Dear Steve,

Thank you for your reply.

I have attached a photo of the adapter used.

How soon can you have a new 4420507 IRMA CO2 analyzer shipped?

Regards,



Monique van Eldik-Beyer UNO Life Science Solution (UNO Roestvaststaal BV)

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

Datum: donderdag 12 februari 2026 om 18:28

Aan: Monique van Eldik <vaneldik@uno-lifescience.com>

CC: Kate Griffiths <kate.griffiths@viamed.co.uk>, Ryan Swaine <ryan.swaine@viamed.co.uk>

Onderwerp: Fwd: mal functioning and new inquiry.

Dear Monique

Further to our discussion, our records show that no IRMA airway adapters have been purchased. So, if the customer has been using the same airway adapter since the unit was purchased, this will cause IRMA calibration issues. You indicated that the customer has been using a 'third party' or modified adapter, this could also cause such a problem. You said that you will email details of this adapter tomorrow, in the meantime I will also look into the availability of a new IRMA unit.

If an IRMA airway adapter is reused repeatedly it affects the opacity of the sensing aperture, the unit tries to recalibrate until eventually it is not able to do so anymore. Once it has passed the extremes of the calibration span it is beyond repair.

We can still supply spare parts, but unfortunately we have discontinued the current model of the VM-2500-S since we are transitioning over to a new version.

Part number

4420507 IRMA CO2 analyzer

4420511 Large

4420521 Small

The most likely cause of the problem is with the IRMA analyzer. However, if you wish you could return the complete unit for assessment.

Kind regards

Steve

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From: **Main Account** <viamedinbox@gmail.com>
Date: Thu, 12 Feb 2026 at 14:40
Subject: Fwd: mal functioning and new inquiry.
To: Kate Griffiths <kate.griffiths@vmsecure.me.uk>

----- Forwarded message -----

From: **Monique Beyer** <vaneldik@uno-lifescience.com>
Date: Mon, 9 Feb 2026 at 13:34
Subject: mal functioning and new inquiry.
To: ryan.swain@viamed.co.uk <ryan.swain@viamed.co.uk>, info@viamed.co.uk <info@viamed.co.uk>
Cc: technical@viamed.co.uk <technical@viamed.co.uk>

Dear Ryan,

We have a VM-2500-M which keeps giving the error: check CO2 probe. Even after cleaning and changing the IRMA adapter for new ones, this keeps happening. Therefore we suspect that the analyser itself is not working properly.

I cannot check this since we ran out of stock. Can you let me know if there is anything else we could check to get it working?

Also please send me a price for 2pcs 4410530 with small lingual clips and also a price for a loose IRMA CO2 Analyzer Part Number: 4420507.

Specially the loose IRMA CO2 Adaptor is needed in a hurry to be able to help our customer out asap.

I hope to hear from you soon.

Best regards,



Monique van Eldik-Beyer **UNO Life Science Solution** (UNO Roestvaststaal BV)

* PO Box 15 * NL - 6900 AA Zevenaar

Assistant Manager
E: vaneldik@uno-lifescience.com

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Steve

Steve Nixon

Director - Viamed Ltd.

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Steve

Steve Nixon

16/02/2026, 16:00

Gmail - Fwd: mal functioning and new inquiry.

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