



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

CN-008547 - Oxygen sensor failures

2 messages

Customer Complaints <CustomerComplaints@inspiration-healthcare.com>

27 July 2026 at 12:03

To: "kate.griffiths@viamed.co.uk" <kate.griffiths@viamed.co.uk>, "steve.hardaker@viamed.co.uk" <steve.hardaker@viamed.co.uk>

Cc: Customer Complaints <CustomerComplaints@inspiration-healthcare.com>, Hetal Patel <hetal.patel@inspiration-healthcare.com>

Dear Viamed,

I am hoping I have the right contacts here, apologies if not.

I am writing to report a complaint we have received regarding one of your devices. This complaint is logged in our system under the reference CN-008547.

Product details:

R-22MEDV Oxygen Fuel Cell with 3-pin Molex Connector

Quantity x2

Serial numbers V122225, V122226

Complaint details:

""We are writing to submit a complaint regarding two defective R-22MEDV medical oxygen sensors. They were defective upon unpacking. The sensor always is at 0V, no matter the actual oxygen concentration.""

Action taken:

We have issued the customer with two free of charge replacements, and have had the faulty parts returned to us.

Action required:

Please confirm how you wish to proceed with this case. Would you be able to cover this warranty claim?

Let me know if there is any further information you require from us. I look forward to hearing from you soon,

Kind regards,

Adam Wigfield, Complaints Co-ordinator

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

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

27 July 2026 at 13:31

Draft To: Customer Complaints <CustomerComplaints@inspiration-healthcare.com>

Cc: Customer Complaints <CustomerComplaints@inspiration-healthcare.com>, Hetal Patel <hetal.patel@inspiration-healthcare.com>

Bcc: Main Account <viamedinbox@gmail.com>

Good afternoon Adam,

Thank you for your email.

I am sorry this has happened.

The returns reference you need is SRS69482.

Please could you return the sensors to us (under warranty) and the service team will assess them.

Kind regards

Kate Griffiths
Office Administrator
Viamed Ltd.<http://www.viamed.co.uk>Email kate.griffiths@viamed.co.uk

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