



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

Re: Re:TED200T error 5

1 message

Steve Hardaker <office@viamed.co.uk>
Reply-To: steve.hardaker@viamed.co.uk
To: Samantha Dsouza <samantha.dsouza@althea-group.com>
Cc: kate.griffiths@viamed.co.uk

Tue, May 12, 2020 at 3:13 PM

Hi Samantha,

I can confirm that the MAX-17 is directly compatible with the TED200T device stated on the attachment that you sent.

My colleague, Kate, is raising a quotation for you now.

Regards,
Steve

Steve Hardaker
Technical Support Manager
Viamed Ltd.

Please note: Viamed is now enacting a coronavirus contingency plan to allow sales and admin Staff to work from home, and I am now working remotely. Telephone calls to the main office will not be answered, but emails will. Orders may take longer to process but we aim to continue to operate and serve our customers as best we can.

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On Tue, 12 May 2020 at 15:00, Samantha Dsouza <samantha.dsouza@althea-group.com> wrote:
Hi Steve

Thanks for the heads up.
Is it possible to get a quotation from yourself so that I could track this order with a number just in case any issues?
I will also request for a confirmation of the order once the PO is sent

Also the below mentioned sensor is it compatible with the TED200T?
Please find attached details of the device on site to confirm this.

Thanks for your help

Thanks & Kind Regards

Samantha D Souza
Biomedical Field Engineer
Mobile: +44 (0)7540 334223



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From: Main Account <viamedinbox@gmail.com> on behalf of Steve Hardaker <office@viamed.co.uk>
Sent: 12 May 2020 13:54
To: Samantha Dsouza <samantha.dsouza@althea-group.com>
Subject: Re: Re:TED200T error 5

Hi Samantha,

Orders can be sent to orders@viamed.co.uk I would advise that you ask for an order acknowledgement due to a few problems we have experienced with emails going missing during remote working .

I should advise you that due a surge in demand, we have now run out of stock of T-7 sensors and manufacturing is backlogged due to massive demand for sensors for use in COVID-19 response equipment.

We expect to have stock of T-7 sensors the last week in July. If you need a solution immediately, we have an alternative sensor in stock in limited numbers:

- p/n: 0110417 - Oxygen Sensor, MAX-17 @ £80.00+VAT @ £80.00+VAT
- Carriage: FOC

If you have any queries, please feel free to ask.

Regards
Steve

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Tue, 12 May 2020 at 12:07, Samantha Dsouza <samantha.dsouza@althea-group.com> wrote:

Hi Steve

Apologies for the delayed reply.

Thanks for the information as it looks like the sensor is faulty and will require a new O2 sensor.

Could I request for the contact details for where the PO for the sensor is to be sent.

Thanks

Thanks & Kind Regards

Samantha D Souza
Biomedical Field Engineer
Mobile: +44 (0)7540 334223



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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 07 May 2020 16:55
To: Samantha Dsouza <samantha.dsouza@althea-group.com>
Subject: Re:TED200T error 5

Hi Samantha,

I have been passed your enquiry by Teledyne as we represent them in the UK.

Please see attached the last revision of the Operators and Service Manuals from before the devices were discontinued in 2003.

There is no reference to a fault code of 5, I believe this to be an oxygen reading of 5%, which is low due to a failing sensor. One way to test this would be to expose the sensor to oxygen and see if this changes; a rise to any other higher digit would indicate a low output sensor.

If you can advise the full serial number of the sensor, I can advise how old it is. Replacement sensors are available as follows:

p/n 0110057 - Oxygen sensor T-7

1 off: £68.50+VAT
2 off: £61.70+VAT
3 off £58.30+VAT
11: £54.80+VAT

Carriage FOC

If you have any queries, please feel free to ask.

Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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Good Afternoon

I have a TED200T which displays an error code 5 on start up.

I would like to inquire as to what this error denotes and if any repair or parts required to rectify this error.

Awaiting your reply on this

Thanks

Thanks & Kind Regards
Samantha D Souza
Biomedical Field Engineer
Mobile: +44 (0)7540 334223



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