



Main Account &lt;viamedinbox@gmail.com&gt;

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**Re: R228P16 - Oxygen sensor cable**

1 message

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**Steve Hardaker** <office@viamed.co.uk>  
Reply-To: steve.hardaker@viamed.co.uk  
To: Hughes Joe <J.Hughes@rbht.nhs.uk>

20 May 2020 at 16:42

Hi Joe,

R228P16 is Maxtec's part number, please can you use part number: **0131700** and description **Oxygen sensor cable MAXO2ME** as this is the stock code that our system uses, thanks.

Regards,  
Steve

Steve Hardaker  
Technical Support Manager  
Viamed Ltd.

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On Wed, 20 May 2020 at 13:44, Hughes Joe <[J.Hughes@rbht.nhs.uk](mailto:J.Hughes@rbht.nhs.uk)> wrote:

Dear Steve,

We are getting together the order for these cables and just had a query about the part number.

In the manual from Maxtec the part number is R228P16, and you have the part number as 0131700.

Could I just ask you to confirm the number that we should put on the order?

Many thanks,

**Joseph Hughes**

**Clinical Perfusionist**

**Royal Brompton and Harefield Hospital**

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**From:** Pitt Tim <[T.Pitt@rbht.nhs.uk](mailto:T.Pitt@rbht.nhs.uk)>

**Sent:** 15 May 2020 16:29

**To:** [steve.hardaker@viamed.co.uk](mailto:steve.hardaker@viamed.co.uk); Hughes Joe <[J.Hughes@rbht.nhs.uk](mailto:J.Hughes@rbht.nhs.uk)>

**Cc:** Moffat Jane <[K.Moffat@rbht.nhs.uk](mailto:K.Moffat@rbht.nhs.uk)>

**Subject:** Re: R228P16 - Oxygen sensor cable

Hi everyone

We should order 4 new cables as these were bought 3/4 years ago and won't be in warranty. Jane could you pass this through eproc and I will authorise.

BW

Tim

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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> on behalf of Steve Hardaker <[office@viamed.co.uk](mailto:office@viamed.co.uk)>

**Sent:** Thursday, May 14, 2020 17:49

**To:** Hughes Joe

**Cc:** Pitt Tim; Moffat Jane

**Subject:** Re: R228P16 - Oxygen sensor cable

Joe,

The serial numbers would indicate that the Trust didn't purchase these from Viamed. You could try the original supplier to determine the warranty status, do you know where you may have purchased them?

I've asked for some more cables to be ordered in, if you need to order replacements, the part number and price is as follows:

- **Part No - 0131700 - Oxygen sensor cable MAXO2ME @ £30.00+VAT**

- **Carriage: £6.00+VAT**

Regards,

Steve

Steve Hardaker  
Technical Support Manager  
Viamed Ltd.

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On Thu, 14 May 2020 at 15:16, Hughes Joe <[J.Hughes@rbht.nhs.uk](mailto:J.Hughes@rbht.nhs.uk)> wrote:

Dear Steve,

Many thanks for getting back to me regarding the replacement oxygen sensor cables for the MAXO2ME oxygen monitor. I can confirm that we have the newer version of the sensor.

The two affected units we have are sn BE09799021 and BE09799023. We have tried changing out the oxygen cells, and have swapped cables between units and have narrowed it down to the cables being the reason for the sensors not calibrating, we have a recurrent E07 error code.

If you were able to identify if we are able to obtain these cables under warranty that would be greatly appreciated, otherwise we will raise a PO for these.

Many thanks,

**Joseph Hughes**

**Clinical Perfusionist**

**Royal Brompton and Harefield Hospital**

**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Steve Hardaker  
**Sent:** 06 May 2020 17:51  
**To:** Hughes Joe <[J.Hughes@rbht.nhs.uk](mailto:J.Hughes@rbht.nhs.uk)>  
**Subject:** R228P16 - Oxygen sensor cable

Hi Joseph,

Maxtec has forwarded your enquiry on to me as Viamed supply Maxtec products in the UK.

Maxtec part number R228P16 is an oxygen sensor cable for the MAXO2ME oxygen monitor, however, it should be noted that the predecessor to this device was also branded with MAXO2ME on the front panel but was actually model OM-25 ME and uses a different cable.

Please could I ask if you have the serial numbers to hand so that I can check the version? If they are the later version, they could be covered by warranty.

To help to identify the specific model, I have attached a document that illustrates the two different types. If you have the older OM-25, we don't currently supply cables for this device, but if they are the device on the right with the blue casing, the cable that you require is as follows:

**- Part No - 0131700 - Oxygen sensor cable MAXO2ME @ £30.00+VAT**

Unfortunately, we don't have these in stock currently but will order some from Maxtec. If you can confirm whether these are correct and want to place an order, I will get back to you with a lead-time.

Regards,

Steve

Steve Hardaker  
Technical Support Manager  
Viamed Ltd.

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Comments: Dear Sir/Madam, we are looking to replace the faulty sensor cable on two of our MaxO2ME devices, part number R228P16. Would you please let me know if these are

available to order and if so the price so that we can raise a purchase order? Many thanks

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