

Service Repair Sheet SRS67795

Date Promised to Return: 01 Jan 1970 -3600

Contact Name

Rennie Saverton

Company/ Hospital Name

Inspiration Healthcare Ltd

Department

Position

Field Service Engineer

Direct Phone

General Phone

01455 840555

Opera Account

00012240

Email

Rennie.Saverton@inspiration-healthcare.com

Order Number

Date Received

14/Apr/2021

Booked in By

Catherine Spence

Main Company

Viamed

Type Return

Warranty

Notes 01/Apr/2021 Steve Hardaker

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Returning another R-47V Oxygen Sensor that has failed prematurely under warranty, S/N V104675.

Oxygen concentration was stable for a period of time before drifting until the device generated an alarm indicating that the measured Oxygen percentage was more than 3% different to the set value. The engineers I noticed that one of the outputs of the sensor was considerably less stable than the other.

Please quote reference CC1064 in all correspondence relating to this complaint.

14/Apr/2021 Catherine Spence

received in S/N V104675, in service for 153 days in service

Ready For quote

Repair Complete Signed

C. Spence 14.4.2021

SRN	Equipment	Stock Ref	Serial Number	Warranty
SRN33615	Oxygen Sensor	0110047	V104675	Yes

0140013 x 1 @ £0  
S/N, SRS, SRN

Add Ref  
CC1064

0110047 x 1 @ £0  
New S/N, SRS, SRN

UPS x 1 @ £0

Tim Blott

**From:** Main Account <viamedinbox@gmail.com> on behalf of Steve Hardaker <office@viamed.co.uk>  
**Sent:** 01 April 2021 17:45  
**To:** Rennie Saverton  
**Cc:** Complaints; Tim Blott; Ebaa Naji; Simon Motley; Mark Radbourne; Owen Wainwright; Gordon Machray  
**Subject:** Re: Premature Oxygen Sensor failure (CC1064)

153 days in service

Hi Rennie,

Please can you use returns authorization SRS67795 for the return of R-47V s/n V104675, your ref CC1064.

I have received a response from Steve Nixon (Technical Director) who has been working with the production facility to investigate the cause of the problems that you have been experiencing. I shall forward that response on a following email. so as to separate it from this SRS.

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, 30 Mar 2021 at 18:02, Rennie Saverton <[Rennie.Saverton@inspiration-healthcare.com](mailto:Rennie.Saverton@inspiration-healthcare.com)> wrote:

Hi Steve

I hope you are well.

I have another R-47V Oxygen Sensor that has failed prematurely, the Serial Number of the sensor is V104675.