



Main Account <viamedinbox@gmail.com>

RE: Oxygen sensor

1 message

Bennett Steven (RBK) Walsall Healthcare NHS Trust <steven.bennett@walsallhealthcare.nhs.uk>
To: "steve.hardaker@viamed.co.uk" <steve.hardaker@viamed.co.uk>

19 January 2022 at 08:51

Hi Steve

I am sending the unit back via TNT

The shipment number is 207065620

Hope you get it soon..

Thanks for your support

Kind Regards

Steve Bennett
Specialist Medical Engineer
EBME Department

***** NEW EBME HELPDESK NUMBER IS: EXT 3370 ******EBME ARE NO LONGER AVAILABLE ON 7500 OPTION 2**

Tel: 01922721172 ext: 3371

Walsall Healthcare NHS Trust, Walsall Manor Hospital, Moat Road, Walsall West-Midlands, WS2 9PS.



www.walsallhealthcare.nhs.uk   @WalsallHcareNHS

From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Steve Hardaker
Sent: 18 January 2022 18:33
To: Bennett Steven (RBK) Walsall Healthcare NHS Trust
Subject: Re: Oxygen sensor

Hi Steve,

Please can you use the following Returns number for the Max-48 and send it back to us at the address below:

Returns Dept - SRS68048

Viamed Ltd.

15 Station Road

Cross Hills

Keighley

BD20 7DT

Unfortunately, we don't have a replacement in stock but we have some on their way that are expected imminently, so we will replace as soon as possible if the sensor is faulty.

Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

Please note: Viamed is 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 be answered remotely, but please continue to use email where possible.

Website: www.viamed.co.uk
email: steve.hardaker@viamed.co.uk
Tel: +44 (0)1535 634542
Fax: +44 (0)1535 635582

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On Tue, 18 Jan 2022 at 15:31, Bennett Steven (RBK) Walsall Healthcare NHS Trust <steven.bennett@walsallhealthcare.nhs.uk> wrote:

Afternoon Steve

I have tried another lead but no different.

Can you give me the address and I will return to you for investigation and send me another one in the interim?

Kind Regards

Steve Bennett
Specialist Medical Engineer
EBME Department

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From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Steve Hardaker
Sent: 12 January 2022 16:17
To: Bennett Steven (RBK) Walsall Healthcare NHS Trust
Subject: Re: Oxygen sensor

Hi Steve,

I've double checked the sensor specifications and our cross references and the Max-48 should be a direct replacement for the AII-11-60 oxygen sensor as used on a AII 2000A oxygen monitor.

There are only really 2 possibilities: either the sensor is faulty, which is possible but unlikely as sensor failures are usually less than 1% during the warranty period, or the monitor is faulty.

From past experience, we usually find that when a new cell fails to calibrate, it is often the sensor cable that has an intermittent break. Do you have another monitor that you can check the sensor with?

If you suspect the cable, we don't have these in stock but we can get one in from Analytical Industries as we have recently started representing AII products in the UK, please let me know if you want to order one and I will get a part number and price for you.

If you are unable to check the device or cable, or if you have concluded that it is the sensor at fault and you want to send it back, please let me know and I will provide you with a returns reference number.

I look forward to hearing from you so that we can work to resolve this.

Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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-----Hi Zoey

I am using All 2000A 02 analyser, manufacturer analytical industries inc

The sensor looks like it is original: All 11-60 black in colour

The original sensor does read to some degree but doesn't calibrate as it says low on the display.

When using yours with the device it passes all the checks, but just sits there displaying (sampling) then says check sample gas, check cable or check sensor?

When I try to sample it to 20.9 or 100% it flashes up briefly the percentage then just keeps sampling 0.0%

Hope this helps..

Kind Regards

Steve Bennett
Specialist Medical Engineer
EBME Department

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From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Zoey Teal
Sent: 10 January 2022 14:44
To: Bennett Steven (RBK) Walsall Healthcare NHS Trust
Subject: Re: Oxygen sensor

Hello Steven,

Sorry to hear about this matter.

Please can you confirm if you were using the original All-11-60 before hand and also what type and make the original equipment is that you require the sensor for?

If you have any further queries, please do not hesitate to contact me.

Kind regards

Zoey Teal

Please note: My working days are Monday to Thursday, 7.45am-6.00pm.

We are currently working remotely however telephone calls to the main office will still be answered.

<http://www.viamed.co.uk>

Email: zoey.teal@viamed.co.uk

Alternate email: viamed.zoey.teal@gmail.com

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On Mon, Jan 10, 2022 at 2:32 PM Bennett Steven (RBK) Walsall Healthcare NHS Trust <steven.bennett@walsallhealthcare.nhs.uk> wrote:

Hi Zoey

I have received the sensor but it doesn't seem to work.

It's not reading anything.

Can you help please

Kind Regards

Steve Bennett
Specialist Medical Engineer
EBME Department

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From: Main Account [<mailto:viamedinbox@gmail.com>] **On Behalf Of** Zoey Teal
Sent: 08 November 2021 16:45
To: Bennett Steven (RBK) Walsall Healthcare NHS Trust
Subject: Re: Oxygen sensor

Hello Steven,

Thank you for your reply.

The carriage charge is free.

When the stock arrives we will have one currently spare but we can't allocate this sensor until we receive a purchase from yourselves.

If you have any further queries, please do not hesitate to contact me.

Kind regards

Zoey Teal

Please note: My working days are Monday to Thursday, 7.45am-6.00pm.

We are currently working remotely however telephone calls to the main office will still be answered.

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On Mon, Nov 8, 2021 at 4:30 PM Bennett Steven (RBK) Walsall Healthcare NHS Trust <steven.bennett@walsallhealthcare.nhs.uk> wrote:

Hi Zoey

I am just looking for the 1 at the moment

How much carriage do you charge for this

Kind Regards

Steve Bennett
Specialist Medical Engineer
EBME Department

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From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Zoey Teal

Sent: 08 November 2021 16:11

To: Bennett Steven (RBK) Walsall Healthcare NHS Trust

Subject: Oxygen sensor

Good afternoon Steven,

Thank you for your email.

Our cross reference is showing that our compisble sensor is the MAX-48.

Part number 0110439
Product name : MAX-48 Oxygen Sensor
GTIN / EAN13 5051826009192

For use with Analytical Industries AI2001 Analyzer, AI2002 Analyzer



Part Number	0110439
Model Number	MAX-48
REF	R112P18
Main OEM	Analytical Industries
OEM Sensor Part No.	AI-11-60
Output Connector	Phone socket, 4 way
Sensor Output	3.8 - 4.8 mV
Response Time	≤ 12 seconds
Warranty	12 months

We have multiple price breaks for this sensor which I will show below:

1 = £ 78.00	2 = £ 74.10	3 = £ 70.20	11 = £ 66.30
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The stock is very low on this sensor and the lead time will be approximately 3-5 weeks.

Do you know how many you would require?

If you have any further queries, please do not hesitate to contact me.

Kind regards

Zoey Teal

Please note: My working days are Monday to Thursday, 7.45am-6.00pm.

We are currently working remotely however telephone calls to the main office will still be answered.

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From: **Bennett Steven (RBK) Walsall Healthcare NHS Trust** <steven.bennett@walsallhealthcare.nhs.uk>
Date: Mon, 8 Nov 2021 at 15:38
Subject: Oxygen sensor
To: sales@viamed.co.uk <sales@viamed.co.uk>

HI Afternoon

I am looking for an alternative oxygen sensor for the analytical oxygen analyser.

The part number on the sensor is ALL 11-60

It has a telephone type cable on the one end

Hope you can help



image003.png
167K