



Main Account <viamedinbox@gmail.com>

Re: Returns reference for MaxBlend 2

1 message

Daniel Abbott <daniel.abbott@gamaaviation.com>
To: "steve.hardaker@viamed.co.uk" <steve.hardaker@viamed.co.uk>
Cc: "orders@viamed.co.uk" <orders@viamed.co.uk>

22 February 2022 at 09:10

Morning Steve and Orders,

Please could I place an order for the following:

- p/n 0320500 - MaxBlend 2 sensor cable @ £27.25+VAT
- Carriage £6.00+VAT

I would ideally like to call and pay for this on credit card if this is possible ?

Best wishes

Daniel Abbott

Gama Aviation **Daniel Abbott: Clinical Coordinator Flight Nurses**

Hangar 12, Eastern Business Park, Bournemouth International Airport, Christchurch, Dorset, BH23 6NE, GB
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VAT Registration Number: GB 945 7326 96

From: Main Account <viamedinbox@gmail.com> on behalf of Steve Hardaker <office@viamed.co.uk>
Sent: Friday, February 18, 2022 2:50:56 PM
To: Daniel Abbott <daniel.abbott@gamaaviation.com>
Subject: Re: Returns reference for MaxBlend 2

Hi Dan,

I am pleased that it is now working fine. We have the MaxBlend 2 cables in stock, available as follows:

- p/n 0320500 - MaxBlend 2 sensor cable @ £27.25+VAT
- Carriage £6.00+VAT

If you want to send a purchase order to orders@viamed.co.uk and advise on the order or accompanying email whether you would like a proforma invoice sending, or whether you would like to pay by credit card, we will process that for you.

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.

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On Fri, 18 Feb 2022 at 13:27, Daniel Abbott <daniel.abbott@gamaaviation.com> wrote:

Hi Steve,

Thank you so much for sorting the blender for us. Would you have the cable in stock for us to purchase please?

Best wishes

Dan

Gama Aviation 

Daniel Abbott: Clinical Coordinator Flight Nurses

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 02 February 2022 16:07
To: Daniel Abbott <daniel.abbott@gamaaviation.com>
Subject: Re: Returns reference for MaxBlend 2

Hi Dan,

Our engineer has determined that the leak was caused due to the toggle switch becoming unseated. It has been repaired under warranty free of charge and will be returned to you.

We have tested for leaks and none are present, other than the anticipated bleed. If you have any more problems with this, please let me know.

Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Thu, 27 Jan 2022 at 12:38, Daniel Abbott <daniel.abbott@gamaaviation.com> wrote:

Thanks Steve,

That's brilliant, will wait to find out what happens.

Best Wishes

Dan

Gama Aviation 

Daniel Abbott: Clinical Coordinator Flight Nurses

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 27 January 2022 12:37
To: Daniel Abbott <daniel.abbott@gamaaviation.com>
Subject: Re: Returns reference for MaxBlend 2

Hi Dan,

Half a cylinder in 20 minutes is significant, so I think it was the right move to send it back. I'll let you know what we find.

Regards,

Steve

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Thu, 27 Jan 2022 at 11:57, Daniel Abbott <daniel.abbott@gamaaviation.com> wrote:

Morning Steve,

That's great news that the product is still under warranty. Capital is who we all were before we moved over to Gama Aviation – Special Missions.

Unfortunately, I am more on it that I thought this morning and posted it off to you first thing. With regards to the leak, we are experiencing a lot more than this. In nearly 20 mins we lost half of a cylinder.

You should have the product with you tomorrow.

Best Wishes

Dan

**Daniel Abbott: Clinical Coordinator Flight Nurses**

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 27 January 2022 10:22
To: Daniel Abbott <daniel.abbott@gamaaviation.com>
Subject: RE: Returns reference for MaxBlend 2

Good morning Dan,

Thanks for providing the picture with the serial number. The good news is, the device was supplied by Viamed and is under warranty. It was actually supplied to Capital Air Ambulance on 24/02/2020, and as such, a repair would not be chargeable.

As this device hasn't been used and is not very old, there are a few checks that I would ask you to perform to rule out a few things that could be easily remedied.

Firstly, remove the oxygen sensor from the device along with the attached white flow-diverter, which is a push-fit into the aluminium block behind the flowmeter. Check that there is an O-ring on the flow-diverter.

Next, unscrew the flow diverter and check that there is an O-ring on the sensor at the base of the thread.

If you inspect the flow-diverter, you will see a small bleed hole, this is intended to vent the gas that is being sampled; without this, the pressure would build and the sensor would pop out.

Please note: there is a constant bleed of 0.1 L/min, as detailed in Section 8.0 Specifications. This means that if the device is connected to a pressurized gas hose, the bleed will be present. If connected to a cylinder, it will slowly empty the cylinder if the cylinder valves are not shut off or the hoses disconnected when not in use. Could this be the problem that you are seeing?

Admittedly, 0.1 L/min is going to be very hard to judge, it will be a quietly audible hiss and if you touch your finger over the vent hole on the flow diverter it should be detectable (think 1.6 cubic centimetres per second). This is entirely normal.

Next, reattach the flow-diverter to the sensor tightly and push the sensor back into the MaxBlend 2. Dial the flowmeter to minimum and check for leaks by listening and feeling around the toggle switch, outlets etc.; if you have leak detector fluid (Snoop for example), this will help to see leaks with visible bubbling. If there are no other leaks and the only apparent leak is from the vent hole, then the device is likely not faulty.

It might be useful to do the calculation to determine how long it would take to drain a cylinder, simply divide the cylinder gas capacity in Litres by 0.1. As an example a 'D' size oxygen cylinder holds 340L of gas, the bleed would completely empty this in 3,400 minutes, which is 56 hours. Is this consistent with what you are seeing?

Regards,
Steve

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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Morning Steve,

That sounds perfect, thank you. I will get that sorted today for you. I have attached a picture of numbers on the blender. I hope that helps you.

Best Wishes

Dan

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