



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

Fwd: MAXO2ME Oxygen Monitor

1 message

Steve Hardaker <office@viamed.co.uk>
Reply-To: steve.hardaker@viamed.co.uk
To: office@vmsecure.me.uk

6 May 2022 at 15:19

Hi, please can someone send a quote for 1x 0110560 as per email below. I hoped that providing a price in an email would be enough but he has asked for a quote as an attachment.

Thanks,
Steve

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

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----- Forwarded message -----
From: **Woodcock Daniel** <Daniel.Woodcock@gstt.nhs.uk>
Date: Fri, 6 May 2022 at 14:22
Subject: RE: MAXO2ME Oxygen Monitor
To: steve.hardaker@viamed.co.uk <steve.hardaker@viamed.co.uk>

Hello Steve,

Thanks for sending that information over.

The serial no. is 191688.

The majority of the calibrations that I have performed at 21% have given me readings of roughly 18.9% to 19.8% and this is quite constant to what I have had over the past few weeks.

I'm going to assume the sensor is in need of replacement.

If you could send me a quote (as attachment) for a replacement sensor then I will get an order sent out ASAP.

Thanks,

Dan.

From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Steve Hardaker
Sent: 06 May 2022 12:56
To: Woodcock Daniel <Daniel.Woodcock@gstt.nhs.uk>
Subject: Re: MAXO2ME Oxygen Monitor

Hi Dan,

I can't see any record of Viamed having supplied this device to you, but we do sell it. If you have a serial number for the monitor itself, I can double check that for you.

What you have there is an Envitec MySign O with a OOM111 oxygen sensor, which is the correct sensor for the device.

I think the confusion came from your initial enquiry which stated that you have a *MAXO2 ME* oxygen monitor causing problems; Viamed did supply MAXO2 ME to the Trust but they are entirely different devices from different manufacturers.

For this device (MySign O), you need the following sensor:

- 0110560 - Oxygen sensor OOM111 @ £72.00+VAT
- Carriage: FOC

I have attached a copy of the user manual for reference. I should just point out first to look at the section on calibration, which advises that the device be calibrated before each measurement or once per day; if you have done that and it still doesn't read correctly, then the sensor will need replacing.

I hope this helps.

Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Fri, 6 May 2022 at 11:33, Woodcock Daniel <Daniel.Woodcock@gstt.nhs.uk> wrote:

Hello Steve,

Thanks for your response.

I have attached a picture of the equipment we have, would you be able to confirm if you supplied this to us as per my handover notes from Sindhu?

Thanks,

Dan.

From: Main Account [<mailto:viamedinbox@gmail.com>] **On Behalf Of** Steve Hardaker
Sent: 04 May 2022 17:50
To: Woodcock Daniel <Daniel.Woodcock@gstt.nhs.uk>
Subject: Re: MAXO2ME Oxygen Monitor

Hi Dan,

Well this threw me a bit: the OOA111 is an Envitec / Honeywell sensor that is designed for an Envitec MySign O monitor, it's not listed as compatible with the Maxtec MaxO2 ME, which might be part of the problem.

If you are using the OOM111 which has a 3.5mm connector, this would suggest that your device is the later MaxO2 ME with the blue housing, which takes a Max-550E sensor.

The MAX-550E sensor is chipped to allow the MaxO2 ME to identify it as the correct sensor and allow calibration, so I'm surprised that using another sensor worked at all. The correct sensor is available as follows:

- p/n 0110452 - Oxygen sensor MAX-550E @ £99.00+VAT
- Carriage FOC

If you have any queries, please let me know.

Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Tue, 3 May 2022 at 12:29, Woodcock Daniel <Daniel.Woodcock@gstt.nhs.uk> wrote:

Hello Steve,

Thanks for the information provided. When we try to calibrate to 21% it seems to consistently measure about 1-2% below that.

The SN is A113111 type OOM111

Thanks,

Dan.

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

Sent: 29 April 2022 17:54

To: Woodcock Daniel <Daniel.Woodcock@gstt.nhs.uk>

Subject: Fwd: MAXO2ME Oxygen Monitor

Hi Daniel,

Further to my previous email, if the device does need a sensor, we just need to determine which device specifically you are using.

Maxtec have 2 different devices branded as MaxO2 ME, but the older version takes a different sensor to the newer one. I have attached a document that will clarify this for you and show you the 2 sensor types:

- p/n 0110429 - Oxygen sensor MAX-250E @ £66.00+VAT
- p/n 0110452 - Oxygen sensor MAX-550E @ £99.00+VAT

Carriage is free of charge.

There are quantity discounts available on these sensors, so if you need more than one, let me know how many and which type and I will give you the pricing.

Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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From: **Steve Hardaker** <steve.hardaker@viamed.co.uk>

Date: Fri, 29 Apr 2022 at 17:29

Subject: Re: MAXO2ME Oxygen Monitor

To: Woodcock Daniel <Daniel.Woodcock@gstt.nhs.uk>

Hi Daniel,

Is the device being calibrated regularly as per the instructions? If the device has just undergone an air calibration but still reads low, the sensor could need replacing, but if the device has not been calibrated for some time, try that first.

Do you have a serial number for the sensor? If so, I can check how old it is and let you know if it's around the age that we would expect it to fail.

I look forward to hearing from you.

Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Fri, 29 Apr 2022 at 14:01, Woodcock Daniel <Daniel.Woodcock@gstt.nhs.uk> wrote:

Hello Steve,

I have taken over the role as the lead paediatric physiologist at the Evelina.

We have one of your MaxO2ME oxygen monitors and it is giving readings which seem a bit low.

At room air the reading is about 17%. Could this be due to the sensor needing replacing. If so could you send a quote for this.

Thanks,

Daniel Woodcock

Highly Specialised Paediatric Respiratory Physiologist

Children's Sleep and Respiratory Department



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Tel: 020 7188 [50625 or ext 58757]

Mob: [07598 552594]

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