



Cathy Green <viamed.cathy.green@gmail.com>

AW: RMA2022-0048

bluepoint MEDICAL Service <service@bluepoint-medical.com>
To: "cathy.green@viamed.co.uk" <cathy.green@viamed.co.uk>
Cc: "Mertens, Anja" <a.mertens@bluepoint-medical.com>

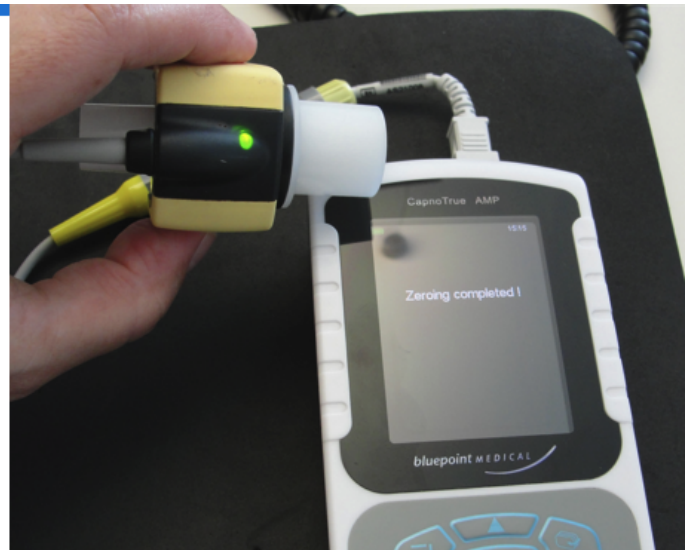
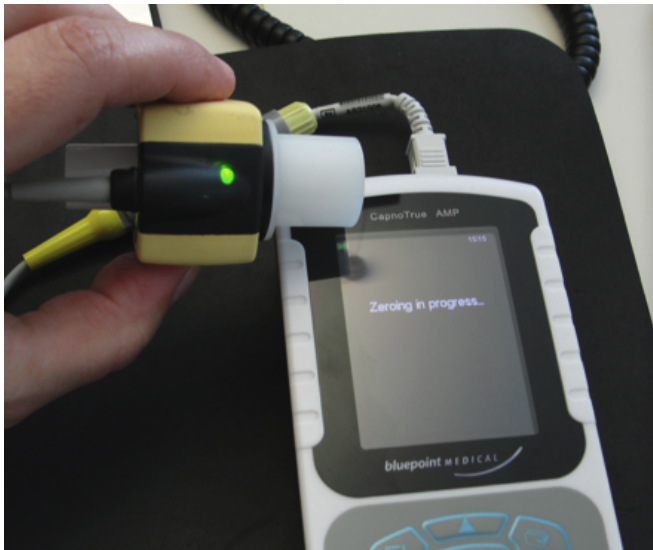
2 June 2022 at 14:37

Dear Cathy,

we checked again.

The sensor works perfectly...

Zeroing:



5% CO2 Testgas:



Only thing found is that the label seems cleaned with other than 70% Isopropanol:



and a edge is broken at the adapter holder:



Both are no issue for the function:

We will return it to you.

Please also check your own adapter cable witch you use for testing.

best regards,

Heidi

-Service-

bluepoint MEDICAL GmbH & Co. KG
An der Trave 15
D - 23923 Selmsdorf
Fax: +49 (0)38823 548 8029

Von: Main Account <viamedinbox@gmail.com> im Auftrag von Cathy Green <office@viamed.co.uk>

Gesendet: Dienstag, 31. Mai 2022 10:21

An: bluepoint MEDICAL Service

Betreff: Re: RMA2022-0048

Dear Heidi

Thank you for your email last night. I can confirm that we did not received the adapter cable from the customer. Our engineer tested the IRMA with one of our spare adapter cables, and he also noticed that the unit was making an unusual low noise whirring sound and that it also failed to calibrate.

Kind Regards

Cathy Green

On Mon, 30 May 2022 at 17:28, bluepoint MEDICAL Service <service@bluepoint-medical.com> wrote:

Dear Cathy,

I checked it in detail and am not able to reproduce the problem...

Did you check it on your side, or is the failure description send by the customer?

Perhaps the issue is connected with the 4pin to Lemo Adapter cable (REF: 14090142001).

The cable was not included in the return.

It is worthwhile checking that cable or the Capnograph.

Should we send the IRMA back to you?

best regards,

Heidi

-Service-

bluepoint MEDICAL GmbH & Co. KG
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D - 23923 Selmsdorf
Fax: +49 (0)38823 548 8029

Von: Main Account <viamedinbox@gmail.com> im Auftrag von Cathy Green <office@viamed.co.uk>
Gesendet: Montag, 30. Mai 2022 13:33:31
An: bluepoint MEDICAL Service
Betreff: RMA2022-0048

Dear Service Team
Good Morning. Would it be possible to have an update on RMA2022-0048 Irma analyser S/N:268766)

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Kind regards

Cathy Green
Viamed Ltd.

<http://www.viamed.co.uk>
[Email:Cathy.Green@viamed.co.uk](mailto:Cathy.Green@viamed.co.uk)
Tel: +44 (0)1535 634 542
Fax: +44 (0)1535 635 582

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Kind regards

Cathy Green
Viamed Ltd.

<http://www.viamed.co.uk>
[Email:Cathy.Green@viamed.co.uk](mailto:Cathy.Green@viamed.co.uk)
Tel: +44 (0)1535 634 542
Fax: +44 (0)1535 635 582

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