






**Agenda ID: 291**

## VIAMED Feedback - Product Feedback Negative

## Issues in VIAMED Feedback - Product Feedback Negative

<a href="#">All</a>	Expand	Issue	Created By	Created On	Currently With	Subject	
 Live		<a href="#">230523</a>	Steve Hardaker	28/07/21	Steve Nixon	Feedback from a TOF 3D trial at Hull Royal and Castle Hill Hospital	

Added by Steve Hardaker sent to Steve Nixon

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

I've added as negative feedback as the customer decided not to purchase TOF 3D, but there are positive points in here too.

Contact Details Contact: Dr Abdul Dawood / Dr E Balakumar and Mr Simon Crabbe (Senior ODP)

**Position: Anaesthetic and ICU Consultants**

Department: Department of Anaesthetics and Critical Care, Hull University Teaching Hospitals

Organisation: NHS

Product Details	Product on Trial:	TOF-3D (Peripheral nerve stimulator)
Product Description	TOF-3D is a non-invasive peripheral nerve stimulator used for the diagnosis and management of peripheral neuropathy. It delivers electrical stimulation to the nerves, which is then recorded by the device.	
Indications	TOF-3D is indicated for the diagnosis and management of peripheral neuropathy, including conditions such as diabetic neuropathy, alcohol neuropathy, and chemotherapy-induced neuropathy.	
Contraindications	TOF-3D is contraindicated in patients with known hypersensitivity to the device or its components, patients with implanted cardiac devices, and patients with active bleeding or a history of bleeding disorders.	
Warnings	TOF-3D should be used with caution in patients with implanted cardiac devices, as the device may interfere with the function of the device. Patients should be monitored for any adverse effects during use.	
Precautions	TOF-3D should be used with caution in patients with implanted cardiac devices, as the device may interfere with the function of the device. Patients should be monitored for any adverse effects during use.	
Side Effects	Common side effects of TOF-3D include skin irritation, redness, and pain at the site of stimulation. Rare side effects include allergic reactions and bleeding.	
Interactions	TOF-3D may interact with certain medications, including anticoagulants and antiplatelet agents. Patients should be monitored for any adverse effects during use.	
Contraindications	TOF-3D is contraindicated in patients with known hypersensitivity to the device or its components, patients with implanted cardiac devices, and patients with active bleeding or a history of bleeding disorders.	
Warnings	TOF-3D should be used with caution in patients with implanted cardiac devices, as the device may interfere with the function of the device. Patients should be monitored for any adverse effects during use.	
Precautions	TOF-3D should be used with caution in patients with implanted cardiac devices, as the device may interfere with the function of the device. Patients should be monitored for any adverse effects during use.	
Side Effects	Common side effects of TOF-3D include skin irritation, redness, and pain at the site of stimulation. Rare side effects include allergic reactions and bleeding.	
Interactions	TOF-3D may interact with certain medications, including anticoagulants and antiplatelet agents. Patients should be monitored for any adverse effects during use.	

Length of trial period: 30 days

### Feedback Questions:

1. What did you like about the product?

Reasonably small and gets to TOF relatively easily.

2. What did you dislike about the product?

Still bulky, many cables and connections, less user friendly, relatively not straightforward to navigate and the sensor that is needing to pick up muscle strength is clumsy.

3. What would you improve about the product?

Reduce the number of connections and bit smaller. Combination of nerve locator for a NERVE conduction blockade would be helpful.

4. How does the product compare with similar ones on the market in terms of quality, reliability and price etc?




Reliability and quality should be OK but for the connections.

[End of form]

I also received the following additional comments when pushed to divulge which device they went

for:




"Stimpod is the one we are planning to go with based on collective feedback by the end users and due its simplicity , number of disconnecting variables and a REP SUPPORT in house (this made a bigger difference in navigating the equipment)"

		<a href="#">230031</a>	Catrin Hird	23/07/21	Steve Nixon	R-48V Feedback from Oxylink	
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Added by Catrin Hird sent to Steve Nixon

INFORMATION ONLY ISSUE **DO NOT ADD NOTES!**

As far as I remember I purchased R-48V sensors once for my customer who used to buy lots of MAX-3 sensors but he stopped as he wasn't happy with the quality vs price factor. Generally there is going to be a problem with all sensors made by Envitec as companies in Poland can now buy directly from Envitec in Germany if they buy significant quantities. So far I don't have any requirements for R-48V sensors but I will meet one of my customers in 2 weeks time and might know more about it then. Will let you know.

		<a href="#">227149</a>	Steve Hardaker	28/06/21	Catherine Spence	Manufacturing error - MLF-19 sensors with incorrect connector	
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Added by Steve Hardaker sent to Steve Nixon

Forth Valley Royal Hospital have opened 2x 0110705 MLF-19 sensors and found that they have the wrong connector and looks like the wrong sensor body: it has a 3-pin Molex (see attached).

It would make more sense that this is actually a different sensor with the wrong label applied.

In total they have received 5 sensors in 2 orders, they have not yet received the 2nd batch and the problem is currently with the first 3 sensors detailed below:

- 3 units shipped 15/6/21 - s/n 100059, 100060 & 100061 (from PVM1861, batch of 10).
- 2 units shipped 24/6/21 - s/n 100063 & 100064 (from PVM1973, batch of 10).

Customer is returning on SRS67877. We have 7 in stock, which will need checking and the manufacturer will need to be notified.

For this SRS, the customer is happy if we have to send the replacements in sealed bags instead of cans.

**29 Jun 2021 Steve Nixon**

ITG have been contacted.

**30 Jun 2021 Steve Nixon**

Reply from ITG:

Dear Steve,

We apologize for the inconvenience. We made a mistake there. Please send all 10 sensors back to us at our expense.

We have already placed a new order in production and the right sensors will be sent to you by express free of charge.

Our UPS account is: 32759V

I apologize

Best regards

Doreen Kommo

**02 Jul 2021 Steve Nixon**

Urgent Flag Changed To Off As discussed please contact the customers concerned.

**09 Jul 2021 Steve Hardaker**

Next Action Changed From Steve Nixon To Catherine Spence The second batch received by Forth Valley Royal Hospital is OK, so it looks like just a batch of 10 s/nos 100052 - 100061 from PVM1861 is affected.

- 3 went to Forth Valley Royal Hospital - s/n s/nos 100059, 100060 & 100061. Replaced on SRS67877.




- 7 went to Sheffield Children`s Hospital - they can only locate 4, s/nos 100053, 55, 57, 58, replaced on SRS67886.

They will return the remaining 3 on a new SRS if they locate them.

Cathy - ITG are shipping 10 x 0110705 FOC as per SN comments on 30/6, are these the 10 that booked in yesterday showing in stock as `under query`?

**09 Jul 2021 Catherine Spence**




SRS67886 has had replacement stock allocated from our stock. Received 10 x 0110705 booked in as under query due to not having a purchase order/rma number, will sort this out with derek when he returns off holiday

 Live		<a href="#">224476</a>	Steve Nixon	02/06/21	Derek Lamb	Maxtec MAX02+AE units possible production issue	
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Added by Steve Nixon sent to Derek Lamb

The Royal Free Hospital is returning a unit (FE19699003) under warranty as the analyser would not switch on, it had been in storage at the customer`s premises but not used. See the attached.

Maxtec have agreed to replace under warranty and Cathy/Michael are testing our existing stock.

 Complete		<a href="#">217880</a>	Steve Nixon	29/03/21	Steve Hardaker	0110047 R-47V - Inspiration Healthcare	
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Added by Steve Nixon sent to Steve Hardaker

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

The following is the response to Viamed from Envitec:

**Root Cause(s)**

Sensors showing these faults have gas bubbles in the front at the cathode and in the back at the membrane. We consider bubbles have remained during production and since hidden behind indentations they have evaded detection. When expanding to a three-shift system, the temperature drop in the night shift made the electrolyte too cold at times, which meant that the vapor pressure in the vacuum chamber was not always reached. As a result, the electrolyte did not always "boil", so adhering micro gas bubbles did not dissolve. The result was that micro gas bubbles remained in the sensor, which, if they accumulated after a while, could impair sensor behaviour. We see the root cause in the fact that the electrolyte was not sufficiently tempered.

**Corrective Action(s)**

Checking and optimising degassing device: minimizing the end vacuum, extension of degassing time, introduce temperature requirements as a new parameter into degassing and revalidate to elevate reliability.

**Preventive Action(s)**

Intensify visual controls, check degassing vacuum and optical inspection as part of daily routine. Degassing procedure currently under work, will be sent out after temperature requirements have been defined and process re-validated

**29 Mar 2021 Steve Nixon**

Created Related Issue #217881

Added by Steve Nixon sent to Steve Hardaker

Suggestion for response to Inspiration:

**Root Cause(s)**

Sensors showing these faults were found to have gas bubbles behind the membrane and in front of the cathode. During the COVID pandemic production was increased to two shifts then three in response to the urgent demand for oxygen sensors. It has now been determined that a drop in temperature during the third (night) shift may have affected part of the production process of some sensors.

#### Corrective Action(s)

Checking and optimising the production process and introduce temperature requirements as a new parameter, revalidate to increase reliability.

#### Preventive Action(s)

Intensify visual controls, check the production process concerned as part of daily routine. Updated process procedures will be released after temperature requirements have been defined and processes re-validated

### 29 Mar 2021 Steve Nixon

Created Related Issue #217882

Added by Steve Nixon sent to Steve Hardaker

Suggestion for response to Inspiration:

#### Root Cause(s)

Sensors showing these faults were found to have gas bubbles behind the membrane and in front of the cathode. During the COVID pandemic production was increased to two shifts then three in response to the urgent demand for oxygen sensors. It has now been determined that a drop in temperature during the third (night) shift may have affected part of the production process of some sensors.

#### Corrective Action(s)

Checking and optimising the production process and introduce temperature requirements as a new parameter, revalidate to increase reliability.

#### Preventive Action(s)




Intensify visual controls, check the production process concerned as part of daily routine. Updated process procedures will be released after temperature requirements have been defined and processes re-validated

### 21 Apr 2021 Steve Nixon

Created Related Issue #220229

Added by Steve Nixon sent to Steve Hardaker

Official complaint report from Envitec

		<a href="#">215040</a>	Steve Hardaker	25/02/21	Steve Hardaker	Ceratherm 600-3 with missing circlip	
Complete							

Added by Steve Hardaker sent to Steve Hardaker

Phil Crossley reported a Ceratherm 600-3 with missing circlip on the element protection bar of a new device that he was inspecting upon receipt from Nufer. I advised Daniel Urfer, who responded with:

"Thank you for your message. We regret this lack of quality and apologise for it.




Our production partner temporarily lost some employees due to Corona and they were replaced by other employees. The change in the production team and in the control team is probably the cause of these errors. I have already sent a corresponding feedback to the responsible persons.

We will organise the parts and send them to you asap."

See issue 214860 for progress of re-work.

### 25 Feb 2021 Steve Hardaker

**25 Feb 2021 Steve Hardaker****26 Feb 2021 Steve Hardaker**

 Live		<a href="#">211010</a>	Steve Hardaker	15/01/21	Steve Nixon	Oxygen sensor bags not sealed	
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Added by Steve Hardaker sent to Steve Nixon

Prosol are reporting at least 24 from the last 100 0110365 / GOC5223 sensors have been shipped to customers and found to have open unsealed bags.

The serial number range is P102201 - P102300 I've asked them for a full count. These are from PVM1191 booked in 4/12/20.

Please can you advise Envitec, it sounds like their heat sealer is incorrectly set or they have a QA procedural failure.

**19 Jan 2021 Steve Hardaker**

Sensor numbers of the open packs are as follows;

P101910  
P101911  
P101912  
P101913  
P101914  
P101915  
P101916  
P101917  
P101918  
P101919  
P101920  
P101926  
P101927  
P101932  
P101934  
P101939  
P101940  
P101942  
P101956  
P101974  
P101977  
P101978  
P101982  
P102000










**20 Jan 2021 Steve Hardaker**

Customer returning them on SRS67703, is happy to have us just test and reseal them, instructions have been added to the SRS notes.

Please can you confirm that Envitec have been notified and corrective actions have been taken?  
Thanks.

**11 Mar 2021 Steve Hardaker**

Do you have an update on this so that we can close it off?

 Complete		<a href="#">168239</a>	Ryan Swaine	10/03/20	Steve Nixon	MAX-16 (0110416) - New Design/Manufacturer - Response Required	
 Complete		<a href="#">163257</a>	Steve Hardaker	24/01/20	Derek Lamb	VM-2160 disposable sensors displaying a "Sensor defective" error	
 Complete		<a href="#">163256</a>	Steve Hardaker	24/01/20	Steve Hardaker	VM-2160 disposable sensors displaying a "Sensor defective" error	

Complete		<a href="#">159422</a>	Steve Hardaker	27/11/19	Catherine Spence	Quality issues with resus mattresses	
Complete		<a href="#">145928</a>	Steve Hardaker	24/05/19	Steve Nixon	VM-2500-S not powering on	
Complete		<a href="#">141783</a>	Steve Hardaker	03/04/19	Steve Nixon	R-22AV customer moving to R-22AVG due to high failure rate	
Complete		<a href="#">139219</a>	Steve Hardaker	27/02/19	Steve Nixon	Automotive customer moving from R-22AV to R-22AVG	
Complete		<a href="#">134228</a>	Steve Hardaker	13/12/18	Steve Nixon	R-22AV failures - CARS automotive	
Complete		<a href="#">134203</a>	Steve Hardaker	13/12/18	Steve Nixon	R-17A-LV high failure rate	
Complete		<a href="#">130177</a>	Steve Hardaker	12/10/18	Steve Nixon	R-22AV failures - high output	
Complete		<a href="#">127022</a>	Steve Hardaker	30/08/18	Steve Nixon	Maxtec FloCap pricing feedback	
Complete		<a href="#">124708</a>	Ryan Swaine	25/07/18	Steve Nixon	Oridion compatible Versastream - 4420923 & 4420924	
Complete		<a href="#">124601</a>	Steve Hardaker	24/07/18	Steve Nixon	Microstim knob failures	
Complete		<a href="#">124004</a>	Ryan Swaine	13/07/18	Steve Nixon	Problems with size of R-17MED in Siare Morpheus	
Complete		<a href="#">123904</a>	Ryan Swaine	12/07/18	Steve Nixon	Precision Blender - Wrong Fittings on O2 hose	
Complete		<a href="#">120509</a>	Steve Hardaker	18/05/18	Steve Nixon	Out of box ISA module failure	
Complete		<a href="#">118153</a>	Steve Hardaker	13/04/18	Michael Green	R43V label - not for clinical use	
Complete		<a href="#">117153</a>	Steve Hardaker	29/03/18	Steve Hardaker	R-22A failures reading high - JHM Butt	
Complete		<a href="#">115518</a>	Ryan Swaine	02/03/18	Steve Nixon	Atom Sensor - R-22VA - 0110039	
Complete		<a href="#">109412</a>	Steve Hardaker	30/11/17	Steve Nixon	VM-2500 alarm volumes	
Complete		<a href="#">100588</a>	Steve Hardaker	11/08/17	Steve Nixon	V1000 failures - needs a response	
Complete		<a href="#">100173</a>	Steve Hardaker	07/08/17	Philip Crossley	Tom Thumb with stuck gauge	
Complete		<a href="#">96975</a>	Katie Evans	19/06/17	Steve Nixon	VM2500-s Vet	
Complete		<a href="#">95149</a>	Sophie Lines	22/05/17	Steve Hardaker	0310304 - Radiant Warmer on mobile floor stand	
Complete		<a href="#">93661</a>	Steve Hardaker	28/04/17	Jonathan Connor	Blocked sampling lines - 4420718	
Complete		<a href="#">93251</a>	Ryan	21/04/17	Steve	Sampling Line S Pricing	



Complete			Swaine		Nixon		
Complete		<a href="#">92818</a>	Ryan Swaine	13/04/17	Steve Nixon	VM-2160 Greek Translation Errors	
Complete		<a href="#">91947</a>	Steve Hardaker	31/03/17	Derek Lamb	Sticking Tom Thumb gauges	
Complete		<a href="#">87976</a>	Steve Hardaker	27/01/17	Steve Nixon	Temperature compensation errors reported on R-17MED	
Complete		<a href="#">87513</a>	Steve Hardaker	20/01/17	Derek Lamb	Tom Thumb gauge sticking	
Complete		<a href="#">87162</a>	Steve Hardaker	16/01/17	Jonathan Connor	R-22Vi matched pairs	
Complete		<a href="#">86460</a>	Ryan Swaine	04/01/17	Steve Hardaker	Blue Diamond Neonatal Head Positioners	
Complete		<a href="#">86341</a>	Steve Hardaker	03/01/17	Steve Nixon	Microstim knobs failing - possible quality issue	
Complete		<a href="#">84103</a>	Ryan Swaine	23/11/16	Derek Lamb	4000 series disposables - Nellcor compatible	
Complete		<a href="#">84101</a>	Ryan Swaine	23/11/16	Derek Lamb	Sampling Line S Poland	
Complete		<a href="#">82639</a>	Steve Hardaker	01/11/16	Derek Lamb	Ceratherm elements cracking	
Complete		<a href="#">82562</a>	Steve Hardaker	31/10/16	Jonathan Connor	Disposable hoods - quality issues reported by 2 customers	
Complete		<a href="#">82552</a>	Katie Evans	31/10/16	Jonathan Connor	Microstim Leads 2520000	
Complete		<a href="#">82094</a>	Steve Hardaker	21/10/16	Steve Nixon	VM-2500 not suitable for use with NIV, NIPPV, CPAP, BiPAP ventilation	
Complete		<a href="#">82084</a>	Steve Hardaker	21/10/16	Steve Nixon	Maxtec O-rings degrading in anaesthetic applications	
Complete		<a href="#">80450</a>	Steve Hardaker	03/10/16	Steve Nixon	Temperature probes lifespan	
Complete		<a href="#">76219</a>	Steve Hardaker	04/08/16	Steve Nixon	R-22MEDV premature failures	
Complete		<a href="#">74422</a>	Catrin Hird	06/07/16	Steve Nixon	Flocap Product Feedback	
Complete		<a href="#">73004</a>	Steve Hardaker	15/06/16	Steve Nixon	VM-2500-S broken pins	
Complete		<a href="#">69935</a>	Steve Hardaker	14/04/16	General	R-26MED issue when used in Whisperflow 2	
Complete		<a href="#">69330</a>	Catrin Hird	01/04/16	Steve Nixon	Paul Martin - Maxtec FLOCAP feedback	
Complete		<a href="#">68964</a>	Steve Hardaker	23/03/16	Steve Nixon	R-17A-LV sensors going to sleep in their bags	
		<a href="#">68826</a>	Steve	17/03/16	Steve	Tom Thumbs - out of box failure	

Complete	▼		Hardaker		Nixon	(SRS65337)	
✓ Complete	▼	<a href="#">68793</a>	Catrin Hird	17/03/16	Derek Lamb	2810045 2810046 ebay feedback alfiefrankie2009	
✓ Complete	▼	<a href="#">68404</a>	Steve Hardaker	08/03/16	Michael Green	Investigation into 0014706 and 0014804	
✓ Complete	▼	<a href="#">68098</a>	Ryan Swaine	01/03/16	Steve Nixon	Feedback - Flocap - Jamjoom - Saudi Arabia	
✓ Complete	▼	<a href="#">66287</a>	Katie Evans	08/01/16	Steve Nixon	PP8716	
✓ Complete	▼	<a href="#">65887</a>	Steve Hardaker	22/12/15	Steve Nixon	Microstim leads failing	
✓ Complete	▼	<a href="#">65795</a>	Steve Hardaker	17/12/15	Steve Nixon	Microstim leads	
✓ Complete	▼	<a href="#">64033</a>	Steve Hardaker	26/10/15	Steve Hardaker	Bradford Royal, Tom Thumb not reaching a PIP above 32cm H20	
✓ Complete	▼	<a href="#">63933</a>	Steve Hardaker	22/10/15	Steve Nixon	VM-2160 software problem, brightness	
✓ Complete	▼	<a href="#">63675</a>	Steve Hardaker	13/10/15	General	Eyemax2 effectiveness	
✓ Complete	▼	<a href="#">63257</a>	Keith Taylor	29/09/15	Steve Nixon	Lost VM2500 Sales	
✓ Complete	▼	<a href="#">63231</a>	Catrin Hird	28/09/15	Jonathan Connor	MD300W1 Software Issue - Messages from Customer	
✓ Complete	▼	<a href="#">62998</a>	Steve Nixon	17/09/15	Steve Nixon	4420613 feedback from Masimo	
✓ Complete	▼	<a href="#">62366</a>	Catrin Hird	03/09/15	Emily Hanson	Posey Cufflator: Discontinued!	
✖ Live	▼	<a href="#">62017</a>	Steve Hardaker	19/08/15	Michael Green	Ceratherm 600-3 test procedure	
✓ Complete	▼	<a href="#">61968</a>	Steve Hardaker	18/08/15	Steve Hardaker	Ceratherm 600-3 heat output test	
✓ Complete	▼	<a href="#">60476</a>	Keith Taylor	08/07/15	Catrin Hird	Trachi Ties	
✓ Complete	▼	<a href="#">60121</a>	Catrin Hird	30/06/15	Catrin Hird	Neomask Feedback	
✓ Complete	▼	<a href="#">59855</a>	Steve Hardaker	18/06/15	Derek Lamb	R22-MEDV matched pairs - tighter matching spec	
✓ Complete	▼	<a href="#">59854</a>	Steve Hardaker	18/06/15	Steve Nixon	More R22-MEDV mismatched sensor failures	
✓ Complete	▼	<a href="#">59746</a>	Ryan Swaine	15/06/15	Jonathan Connor	R-23V - 0110023 - New sensors Tarnished	
✓ Complete	▼	<a href="#">59643</a>	Steve Hardaker	09/06/15	Steve Nixon	VM-2500 power connector problems	
✓ Complete	▼	<a href="#">59394</a>	Steve Hardaker	01/06/15	Steve Nixon	VM-2500-S lost sale feedback	



		<a href="#">58511</a>	Keith Taylor	29/04/15	Steve Hardaker	Butterfly complaint	
		<a href="#">57514</a>	Keith Taylor	20/03/15	Steve Nixon	VersaStream	
		<a href="#">56200</a>	Steve Hardaker	29/01/15	Steve Nixon	18mm OD flow sensor diverter for R-26MED as used on Stephan F120	
		<a href="#">56037</a>	Keith Taylor	23/01/15	Catrin Hird	SpiroTrue flowsensors	
		<a href="#">55949</a>	Sophie Lines	20/01/15	Ryan Swaine	VM201, 2103 & 2105	
		<a href="#">55687</a>	Steve Hardaker	07/01/15	Steve Nixon	Huntleigh V1000 feedback	
		<a href="#">55276</a>	Steve Hardaker	23/12/14	Derek Lamb	Incomplete SRS to tidy	
		<a href="#">55275</a>	Steve Hardaker	23/12/14	Steve Nixon	R-22MEDV matched pair problems	
		<a href="#">54904</a>	Keith Taylor	10/12/14	Catrin Hird	Market Research-Versastream	
		<a href="#">54763</a>	Sophie Lines	04/12/14	Ryan Swaine	Viamed VM-2160 Feedback from Morning Star Medical Equipment	
		<a href="#">53316</a>	Steve Hardaker	10/10/14	Steve Nixon	18mm OD flow sensor availability	
		<a href="#">52908</a>	Derek Lamb	29/09/14	Steve Nixon	4310002 disinfecting instructions	
		<a href="#">51562</a>	Ryan Swaine	30/07/14	Steve Nixon	Microstim DB3 2510000	
		<a href="#">51276</a>	Steve Hardaker	24/07/14	Keith Taylor	2710520 - Butterfly positioner. Complete discontinuation	
		<a href="#">50895</a>	Steve Hardaker	01/07/14	Derek Lamb	4310002 flowsensor A(PC) failure	
		<a href="#">50787</a>	Steve Hardaker	25/06/14	Steve Nixon	Ohmeda disposable 4000 series - suggest immediate discontinuation	
		<a href="#">50263</a>	Steve Hardaker	13/05/14	Keith Taylor	0110021 connector aperture size/shape	
		<a href="#">49501</a>	Steve Hardaker	16/04/14	Steve Hardaker	Customer for Maxtec version of Covidien sensor for NPB840	
		<a href="#">49320</a>	Steve Hardaker	04/04/14	Steve Nixon	R43V failures - customer suspects a batch problem	
		<a href="#">49220</a>	Steve Hardaker	01/04/14	Steve Nixon	Microstim sale lost to a competitor product	
		<a href="#">48775</a>	Steve Hardaker	12/03/14	Steve Hardaker	Flowsensor A(PC) accuracy problems	
		<a href="#">48213</a>	Steve Hardaker	14/02/14	Steve Nixon	4310002 damaged by autoclaving	

		<a href="#">45499</a>	Ryan Swaine	18/09/13	Steve Hardaker	New Masimo Emma Capnograph	
		<a href="#">45366</a>	Steve Hardaker	10/09/13	Jonathan Connor	VM-2500-S failure during SOR trial	
		<a href="#">45290</a>	Keith Taylor	05/09/13	Steve Hardaker	Reduced Flowsensor sales	
		<a href="#">45184</a>	Steve Hardaker	30/08/13	Steve Nixon	Worcestershire Royal Hospital	
		<a href="#">45182</a>	Steve Hardaker	30/08/13	Steve Hardaker	Flowsensor A improvements	
		<a href="#">44976</a>	Steve Hardaker	16/08/13	Steve Nixon	MAX-16 failures - test results	
		<a href="#">44399</a>	Steve Hardaker	24/07/13	Steve Hardaker	Beanbag leak test procedure	
		<a href="#">44226</a>	Steve Hardaker	11/07/13	Derek Lamb	Resuscitation Cabinet - response to negative feedback	
		<a href="#">44216</a>	Keith Taylor	11/07/13	Steve Hardaker	Resuscitation Cabinet Demo	
		<a href="#">43690</a>	Keith Taylor	28/06/13	Steve Nixon	R-43V sensor failures	
		<a href="#">43526</a>	Steve Hardaker	18/06/13	Steve Nixon	AX300 / MX300 cables	
		<a href="#">43106</a>	Keith Taylor	03/06/13	Steve Nixon	Butterfly problems	
		<a href="#">43065</a>	Keith Taylor	31/05/13	Steve Hardaker	Whipps Cross Butterflies	
		<a href="#">42820</a>	Steve Hardaker	14/05/13	Steve Nixon	0110071 - R-22MEDV matched pairs	
		<a href="#">42515</a>	Steve Nixon	22/04/13	Steve Nixon	R-24MED quality issues - bent connector pins	
		<a href="#">40398</a>	Steve Hardaker	03/12/12	Derek Lamb	Tom Thumb QA sheet missing?	
		<a href="#">40275</a>	Keith Taylor	27/11/12	Steve Nixon	VM2500 AC/DC adaptor	
		<a href="#">40065</a>	Steve Hardaker	20/11/12	Steve Nixon	Butterfly Feedback	
		<a href="#">39732</a>	Steve Hardaker	26/10/12	Jonathan Connor	"Flash error" on VM-2500	
		<a href="#">39731</a>	Steve Hardaker	26/10/12	Steve Nixon	"Flash error" on VM-2500	
		<a href="#">39609</a>	Steve Hardaker	17/10/12	Steve Nixon	Problem with R-42V replacement sensor for Stephan	
		<a href="#">38807</a>	Steve Hardaker	11/09/12	Steve Nixon	Butterfly positioner marked	
		<a href="#">38315</a>	Steve	22/08/12	Steve	Sample flowsensor to send with	

Complete			Hardaker		Hardaker	labels	
Complete		<a href="#">38301</a>	Steve Hardaker	22/08/12	Derek Lamb	Flowsensor A lifespan	
Complete		<a href="#">38188</a>	Keith Taylor	14/08/12	Steve Nixon	TECcare leaflet feedback	
Complete		<a href="#">37946</a>	Catrin Hird	02/08/12	Catrin Hird	TECcare Competitor	
Complete		<a href="#">37528</a>	Steve Hardaker	04/07/12	Steve Nixon	VM-2500-S capnogram recording	
Complete		<a href="#">36978</a>	Catrin Hird	08/06/12	Steve Nixon	Microstim DB3 from Terry Corin in New Zealand	
Complete		<a href="#">36519</a>	Ryan Swaine	14/05/12	Steve Nixon	VM-2500 Nomo Adapter	
Complete		<a href="#">35642</a>	Steve Hardaker	10/04/12	Steve Nixon	Feedback re VM-2500-MG multi-gas	
Complete		<a href="#">35547</a>	Steve Hardaker	02/04/12	Steve Nixon	VM-2500-S - ET tube adapters	
Complete		<a href="#">34730</a>	Steve Hardaker	01/03/12	Jonathan Connor	SRS62876 can now be resolved.	
Complete		<a href="#">34427</a>	Steve Hardaker	20/02/12	Jonathan Connor	R-26MED thread issue	
Complete		<a href="#">33348</a>	Steve Hardaker	04/01/12	Steve Nixon	4000 series disposable sensor packaging	
Complete		<a href="#">33206</a>	Steve Hardaker	22/12/11	Catherine Spence	Urgent QA issue - Bag sealing problem, flowsensor H	
Complete		<a href="#">32995</a>	Catrin Hird	13/12/11	Steve Nixon	Capnograph Pricing	
Complete		<a href="#">32351</a>	Steve Hardaker	18/11/11	Steve Nixon	Flowsensor A pin spacings	
Complete		<a href="#">31450</a>	Steve Hardaker	14/10/11	Steve Nixon	R-22AV possibly too high for V-Tech	
Complete		<a href="#">30654</a>	Steve Hardaker	06/09/11	Jonathan Connor	Replacement AX/MX300 cable to send FOC	
Complete		<a href="#">30461</a>	Steve Hardaker	22/08/11	Jonathan Connor	Microstim leads for Barnsley	
Complete		<a href="#">30451</a>	Steve Hardaker	22/08/11	Steve Nixon	Flowsensor A and humidity	
Complete		<a href="#">30281</a>	Steve Hardaker	09/08/11	Jonathan Connor	VM-2500-M coming back for repair	
Complete		<a href="#">29880</a>	Steve Hardaker	26/07/11	Steve Nixon	More nomo feedback	
Complete		<a href="#">29845</a>	Steve Hardaker	26/07/11	Catrin Hird	Operators manual for VM-2500	
Complete		<a href="#">28679</a>	Steve Hardaker	23/05/11	Steve Hardaker	VM-2500 data preservation	







Complete		<a href="#">28555</a>	Steve Hardaker	17/05/11	Steve Nixon	Further feedback regarding NOMO adapters	
Complete		<a href="#">28506</a>	Steve Hardaker	13/05/11	Steve Nixon	Hamilton flowsensor feedback	
Complete		<a href="#">28488</a>	Keith Taylor	11/05/11	Steve Hardaker	Flowsensor - H	
Complete		<a href="#">28486</a>	Keith Taylor	11/05/11	Steve Hardaker	FS - H	
Complete		<a href="#">28077</a>	Steve Hardaker	01/04/11	Steve Hardaker	4000 series Philips sensors rejected	
Complete		<a href="#">28018</a>	Steve Hardaker	31/03/11	Derek Lamb	Microstim leads quality issue	
Complete		<a href="#">27835</a>	Keith Taylor	18/03/11	Steve Hardaker	Product complaint-R24	
Complete		<a href="#">27302</a>	Steve Hardaker	15/02/11	Steve Nixon	R43V - Old manufactured dates	
Complete		<a href="#">27051</a>	Steve Hardaker	28/01/11	Steve Nixon	NOMO adapter feedback from an ITU	
Complete		<a href="#">26763</a>	Steve Hardaker	11/01/11	General	VM-2105 not performing with poorly perfused or cold patients	
Complete		<a href="#">26722</a>	Steve Hardaker	07/01/11	Steve Nixon	Oxygen hoods	
Complete		<a href="#">26053</a>	Catrin Hird	25/11/10	Steve Nixon	Capnograph Spec	
Complete		<a href="#">26041</a>	Jonathan Connor	25/11/10	Steve Nixon	VM2105/6	
Complete		<a href="#">26006</a>	Jonathan Connor	22/11/10	Steve Nixon	0110026 Case Fault	
Complete		<a href="#">25977</a>	Jonathan Connor	18/11/10	Steve Nixon	0110026	
Complete		<a href="#">25975</a>	Jonathan Connor	18/11/10	Steve Nixon	0110026 R-26	
Complete		<a href="#">25947</a>	Jonathan Connor	17/11/10	Jonathan Connor	0014608 and 0014708 on Tuffsat	
Complete		<a href="#">25021</a>	Steve Hardaker	10/09/10	Steve Nixon	VM-2500-M failure	
Complete		<a href="#">25014</a>	Steve Hardaker	09/09/10	Ryan Swaine	VM-2500-S doesn't work on batteries.	
Complete		<a href="#">25013</a>	Steve Hardaker	09/09/10	Steve Nixon	VM-2500-S doesn't work on batteries.	
Complete		<a href="#">24522</a>	Steve Hardaker	06/08/10	Jonathan Connor	4000 series failure	
Complete		<a href="#">24475</a>	Steve Hardaker	04/08/10	Steve Nixon	Temperature probe failures	
Complete		<a href="#">23169</a>	Steve	22/03/10	Steve	Feedback re flowsensor A	

Complete			Hardaker		Hardaker		
Complete		<a href="#">22969</a>	Derek Lamb	04/03/10	Steve Nixon	Viamed Products Lanyard	
Complete		<a href="#">22968</a>	Derek Lamb	04/03/10	Steve Nixon	VM-2500 Operating Temperature	
Complete		<a href="#">22962</a>	Sarah Wilford	04/03/10	Steve Nixon	VM-2500 - Norvic Ambulance Feedback	
Complete		<a href="#">22541</a>	Steve Hardaker	26/01/10	Derek Lamb	MAX-43 failures under warranty - lost customer	
Complete		<a href="#">22526</a>	Steve Hardaker	22/01/10	General	Disposable oxygen hoods	
Complete		<a href="#">22157</a>	Sarah Wilford	22/12/09	Steve Nixon	Finger Oximeters on Paediatrics	
Complete		<a href="#">22051</a>	Steve Hardaker	09/12/09	Steve Nixon	Hamilton flowsensor failure	
Complete		<a href="#">22049</a>	Steve Hardaker	09/12/09	General	R-22MED thread issue	
Complete		<a href="#">21725</a>	Jonathan Connor	17/11/09	General	R-22 Thread Issue 0110022	
Complete		<a href="#">20792</a>	Sarah Wilford	11/09/09	Steve Nixon	VM-2160 & rechargeable battery	
Complete		<a href="#">20366</a>	Steve Hardaker	25/08/09	Steve Nixon	Teledyne oxygen monitor resolution	
Complete		<a href="#">20100</a>	Steve Hardaker	29/07/09	Steve Nixon	Potential thread problem with R22MEDs,	
Complete		<a href="#">20095</a>	Steve Hardaker	29/07/09	Steve Nixon	VM-2105 failure during trial with Scottish Ambulance	
Complete		<a href="#">19778</a>	Steve Hardaker	03/07/09	Steve Nixon	NeoPEEP - over-tight PEEP valves	
Complete		<a href="#">19678</a>	Steve Hardaker	18/06/09	Steve Hardaker	R22 technical problem	
Complete		<a href="#">19458</a>	Steve Hardaker	28/05/09	Steve Nixon	0014701 incompatibility problems	
Complete		<a href="#">19441</a>	Sarah Wilford	26/05/09	Steve Nixon	VM-2160 in Restraint & Control Situations	
Complete		<a href="#">19139</a>	Steve Hardaker	13/05/09	Steve Nixon	V1000 gel pad	
Complete		<a href="#">19074</a>	Sarah Wilford	08/05/09	Sarah Wilford	Straight sensor cables to be replaced	
Complete		<a href="#">18993</a>	Steve Hardaker	24/04/09	Steve Nixon	MX300 cable	
Complete		<a href="#">18992</a>	Ryan Swaine	24/04/09	General	Heat Shields	
Complete		<a href="#">18988</a>	Steve Hardaker	24/04/09	Steve Nixon	MX300 cable failure - Ipswich	



Complete		<a href="#">18934</a>	Steve Hardaker	20/04/09	Steve Nixon	Feedback on VM-2101 from paramedic	
Complete		<a href="#">18933</a>	Ryan Swaine	20/04/09	Steve Nixon	VM-2105	
Complete		<a href="#">18900</a>	Sarah Wilford	17/04/09	Steve Nixon	Disposable Laryngoscopes	
Complete		<a href="#">18654</a>	Steve Hardaker	31/03/09	Steve Nixon	More AX/MX cable failures	
Complete		<a href="#">18648</a>	Sarah Wilford	30/03/09	Steve Nixon	VM-2105 Orange	
Complete		<a href="#">18601</a>	Ryan Swaine	25/03/09	General	2510000 - Microstim DB3	
Complete		<a href="#">18472</a>	Sarah Wilford	13/03/09	Steve Nixon	VM-2105 Feedback	
Complete		<a href="#">18187</a>	Steve Hardaker	03/03/09	Steve Nixon	Blue diamond pads	
Complete		<a href="#">17922</a>	Steve Hardaker	13/02/09	General	VM-2160 feedback from Yorkshire Ambulance	
Complete		<a href="#">17914</a>	Steve Hardaker	11/02/09	General	4000 series feedback	
Complete		<a href="#">17363</a>	Steve Hardaker	05/01/09	Sarah Wilford	Nova disposable hoods - instructions to update	
Complete		<a href="#">17003</a>	Steve Hardaker	24/11/08	Steve Nixon	Eyemax feedback	
* Live		<a href="#">16976</a>	Keith Taylor	16/11/08		Eyemax	
* Live		<a href="#">16931</a>	Lisa Leggoe	06/11/08		Carry Case for VM2101 - Black	
Complete		<a href="#">16783</a>	Steve Hardaker	24/10/08	Derek Lamb	AX/MX300 cable problem	
Complete		<a href="#">16592</a>	Ryan Swaine	09/10/08	Steve Nixon	Wrap Sensors	
Complete		<a href="#">15613</a>	Sarah Wilford	11/08/08	Steve Nixon	Autoclavable temperature probes	
Complete		<a href="#">15262</a>	Keith Taylor	04/07/08	Steve Nixon	MAX-43	
Complete		<a href="#">14937</a>	Steve Hardaker	13/06/08	Steve Nixon	2710250 heel protector	
Complete		<a href="#">14869</a>	Steve Hardaker	09/06/08	General	VM2160 customer comment re. pricing	
Complete		<a href="#">14726</a>	Sarah Wilford	27/05/08	General	NeoPEEP	
Complete		<a href="#">14041</a>	Keith Taylor	18/03/08	Steve Nixon	Microstim S/No H0000301	
		<a href="#">13877</a>	Ryan	05/03/08	General	Tom Thumb - Oriola - Finland	



Complete			Swaine				
 Complete		<a href="#">10293</a>	Steve Hardaker	22/06/07	Steve Hardaker	R-45V for Viasys Avea	
 Live		<a href="#">7109</a>	Steve Hardaker	08/11/06			