



Main Account <viamedinbox@gmail.com>

Re: Problem with recently received Nomolines

1 message

Steve Nixon <office@viamed.co.uk>
Reply-To: steve.nixon@viamed.co.uk
To: info@saadatco.com

5 September 2023 at 21:38

Dear Firoozeh

When carrying out the official standards testing using calibration gas, the sampling lines operate within the specified tolerance levels.

However, we do appreciate your comments and we will investigate further.

Regards

Steve

On Tue, 5 Sept 2023 at 06:59, <info@saadatco.com> wrote:

Dear Steve,

We do not have Gas with such accuracy. Also rotating sample lines happens in hospitals, so it is out of our hand.

Moreover, replacing Viamed Oring with Masimo Oring, we could somehow solve the problem .

But you are requested to verify this matter.

Regards,

Firoozeh

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Nixon
Sent: Tuesday, August 29, 2023 11:12 PM
To: info@saadatco.com
Subject: Re: Problem with recently received Nomolines

Hi Firoozeh

Why do you rotate the sampling line, this is not normal practice?

Can you please test with cal gas (without rotating) and let me know the result: **Calibration gas (5% ±0.1vol% CO2, 20.9% O2 balance N2)**

Regards

Steve

On Mon, 28 Aug 2023 at 13:43, <info@saadatco.com> wrote:

Dear Steve,

The device was tested with input of calibration gas as per standard testing. CO2 changes when Viamed sample line rotate

Regards,

Firoozeh

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Nixon
Sent: Sunday, August 27, 2023 7:43 PM
To: info@saadatco.com
Cc: alireza222@gmail.com
Subject: Re: Problem with recently received Nomolines

Dear Firoozeh

I understand what you are doing with your test, but have you tested with input of calibration gas as per standard testing?

If you are testing with cal gas are you also able to simulate respiration?

Steve

On Sun, 27 Aug 2023 at 12:41, <info@saadatco.com> wrote:

Kind Reminder

From: info@saadatco.com <info@saadatco.com>
Sent: Tuesday, August 22, 2023 11:25 AM
To: 'steve.nixon@viamed.co.uk' <steve.nixon@viamed.co.uk>

Cc: 'alireza222@gmail.com' <alireza222@gmail.com>
Subject: RE: Problem with recently received Nomolines

Dear Steve,

This is the reply I received from our technical department:

"The sample lines was tested with Masimo ISA units.

Test Method:

Sample line is connected to Masimo ISA , Lauer lock part of sample line was located far from ISA Masimo gas inlet, and output of 5% co2 gas cylinder is near the Masimo ISA gas inlet. In this situation the host shows co2 (CO2 percent change between 0-0.5% by rotating sample line).

Note 1: The above test has been done by Nomoline (Masimo sample line) and there is no leakage.

As you can see in the previous picture, the head of Viamed sample line is shorter than Masimo sample line, and it causes that part of seals in Viamed sample line not located correctly in Masimo connector.

Note 2: This problem is not only for new batch of Viamed sample line, but also previous batch number had this problem."

Please verify and reply. We need you replace them even in medica because we really can not use them. It caused dissatisfactions.

Regards,

Firoozeh

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Nixon
Sent: Monday, August 21, 2023 8:20 PM
To: info@saadatco.com
Cc: alireza222@gmail.com
Subject: Re: Problem with recently received Nomolines

Thanks for the confirmation Firoozeh.

I agree with the batch number:

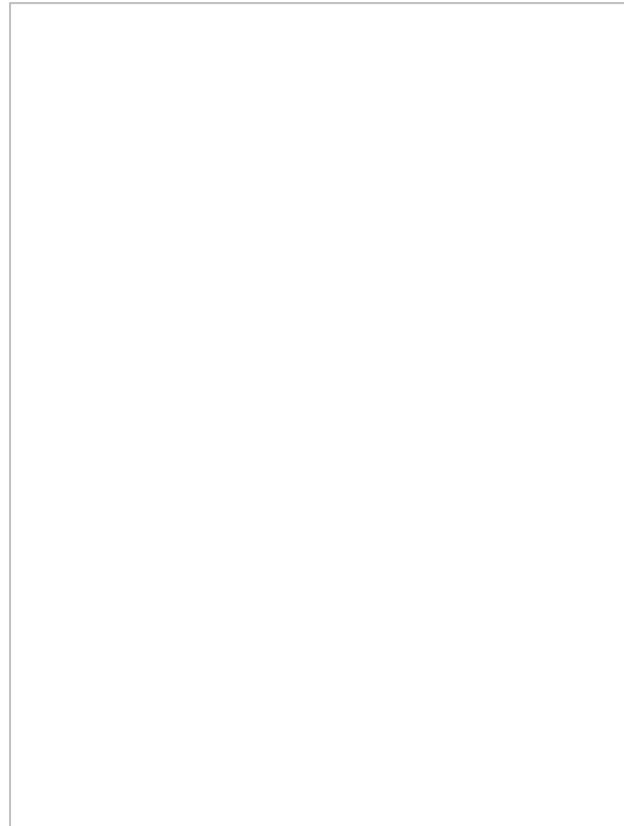
100 boxes of 4420826, 7090121130V VersaStream Viamed CO2 Sampling Line with Luer Connector - Long-term

Shipped 17-04-2023 invoice RVM141219-1 batches: **28223.02.07, 28223.02.08**

Can you please quantify the level of 'leaking' and describe the testing method.

Are the lines being used with Masimo ISA units?

The design and manufacture of the lines has not changed from your previous batches and we do not have any other reports of leaking. However, we are keen to identify the problem area as soon as possible.



Regards

Steve

On Mon, 21 Aug 2023 at 07:57, <info@saadatco.com> wrote:

Dear Steve,

Lot No. for the recently received items is : 282230208.

Regards,

Firoozeh

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Nixon
Sent: Monday, August 14, 2023 5:24 PM

To: info@saadatco.com
Subject: Re: Problem with recently received Nomolines

Hi Firoozeh

I am sorry and surprised to hear about this. Can you please confirm the batch number from the packaging.

In the meantime I will look into the matter and get back to you.

Regards

Steve

On Mon, 14 Aug 2023 at 13:33, <info@saadatco.com> wrote:

Dear Steve,

We have a problem in Nomolines we received recently.

Due to the size of the new batch we faced with leakage. Please refer to the attached pictures .

Please verify and let us know how to solve the problem.

Regards,

Firoozeh

--

Steve

Steve Nixon

Director - Viamed Ltd.

Office: +44 (0)1535 634542

Mobile: +44 (0)7850 252267

GDPR / Privacy Policy available at www.viamed.co.uk/policy

--
Steve

Steve Nixon

Director - Viamed Ltd.

Office: +44 (0)1535 634542

Mobile: +44 (0)7850 252267

GDPR / Privacy Policy available at www.viamed.co.uk/policy

--
Steve

Steve Nixon

Director - Viamed Ltd.

Office: +44 (0)1535 634542

Mobile: +44 (0)7850 252267

GDPR / Privacy Policy available at www.viamed.co.uk/policy

--
Steve

Steve Nixon

Director - Viamed Ltd.

Office: +44 (0)1535 634542

Mobile: +44 (0)7850 252267

GDPR / Privacy Policy available at www.viamed.co.uk/policy

--
Steve

Steve Nixon
Director - Viamed Ltd.

Office: +44 (0)1535 634542

Mobile: +44 (0)7850 252267

GDPR / Privacy Policy available at www.viamed.co.uk/policy

2 attachments

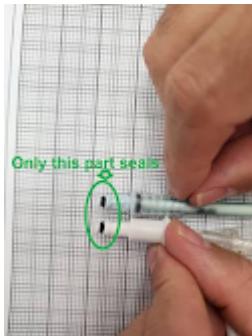


image001.png
188K

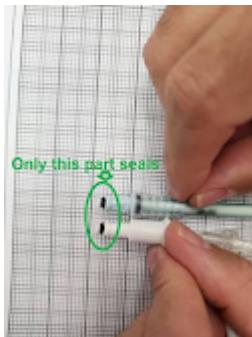


image001.png
188K