



Main Account <viamedinbox@gmail.com>

AW: Saadat - leaking sampling lines

1 message

Lindner, Bernd <b.lindner@bluepoint-medical.com>
To: Steve Nixon <steve.nixon@viamed.co.uk>

10 August 2024 at 17:31

Hello Steve,

we did not change because we never had any issue.

Sadaat alway finds things which are in reality are not a problem.

We sell this product now since more than 8 years without any negative feedback.

They buy or do not and now I would say - not our problem.

They always do some strange things and complain. I know this since more than 20 years.

With best regards

Bernd

Von: Steve Nixon <steve.nixon@viamed.co.uk>**Gesendet:** Freitag, 9. August 2024 16:11:38**An:** Lindner, Bernd**Betreff:** Re: Saadat - leaking sampling lines

Hi Bernd

Was the tooling resolved? Or in principle do we still have a problem with the leaking?

Steve

On Wed, 6 Sept 2023 at 12:01, Lindner, Bernd <b.lindner@bluepoint-medical.com> wrote:

Of course possible but then a new multi cavity tool is needed

With best regards

Bernd

Von: Main Account <viamedinbox@gmail.com> im Auftrag von Steve Nixon <office@viamed.co.uk>**Gesendet:** Mittwoch, 6. September 2023 11:24:15**An:** Lindner, Bernd**Cc:** Jürgensen, Rayk**Betreff:** Re: Saadat - leaking sampling lines

Hi Bernd

Could we assess the O ring compared to Masimo, perhaps we could increase the +ve tolerance?

Steve

On Tue, 5 Sept 2023 at 15:29, Steve Nixon <steve.nixon@viamed.co.uk> wrote:

Hi Bernd

FYI, Saadat have come back with:

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.

I plan to reply and state that:

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.

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Steve

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