



Steve Hardaker <viamed.steve.hardaker@gmail.com>

RE: MySign O problems

1 message

Mick Smithson <Mick@lamboo-medical.com>
To: Steve Hardaker <steve.hardaker@viamed.co.uk>

6 March 2025 at 08:54

Morning Steve,

Thanks for the update and please see my comments below in RED

Thank you

Regards

Mick Smithson

Duty Manager

Lamboo Medical UK

E: Mick@lamboo-medical.com

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

Sent: 05 March 2025 18:01

To: Mick Smithson <Mick@lamboo-medical.com>

Subject: Re: MySign O problems

Hi Mick,

The devices are now back with Envitec and they have asked for a bit of background information to support their investigation, so I was hoping you could help with that.

Could you advise the following:

- 1) What is the application that you are using these devices for? i.e. directly monitoring patient breathing gases; engineering applications such as testing of gases or gas delivery equipment; environmental monitoring or room air, etc? **The monitor is used to monitor the return air flow within the scan rooms of our MRI units. The monitor is situated on the worktop outside the scan room and in the control room**
- 2) How was the error noticed? Was there a specific action that seemed to cause or directly precede it? **The monitor was in alarm and noticed by staff members, when they tried to reset the monitor the error returned**
- 3) Have you seen this before, and if so, were you able to reset the error previously? **This is the only 2 times we have had this issue**
- 4) Was there any direct risk to a patient or the device operator due to the device failing? **No risk to patient or staff**
- 5) Is there any other supporting information that you can offer? **No other sorry**

Thanks in advance, I look forward to hearing from you.

Best regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Wed, 26 Feb 2025 at 15:32, Mick Smithson <Mick@lamboo-medical.com> wrote:

Thanks Steve.

Mick Smithson

Duty Manager

Lamboo Medical UK

E: Mick@lamboo-medical.com

T: +44 (0)0194 2724272

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Please consider the environment before printing this email.

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

Sent: 26 February 2025 16:06

To: Mick Smithson <Mick@lamboo-medical.com>

Subject: Re: MySign O problems

Hi Mick,

Yes, I took a look at them just to confirm that the fault was still present and to get a picture of the screens with the error message.

We have just received a returns authorisation from Envitec to ship them back for assessment, they will be going back this week.

One of my colleagues or myself will be in touch when we hear back from them.

Best regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Wed, 26 Feb 2025 at 12:21, Mick Smithson <Mick@lamboo-medical.com> wrote:

Hi Steve,

Did the o2 monitors arrive?

Kind regards

Mick Smithson

Duty Manager

Lamboo Medical UK

E: Mick@lamboo-medical.com

T: +44 (0)0194 2724272

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With kind regards / Met vriendelijke groet,

Mick Smithson

Duty Manager



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With kind regards / Met vriendelijke groet,

Mick Smithson

Duty Manager



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With kind regards / Met vriendelijke groet,

Mick Smithson

Duty Manager



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From: Mick Smithson
Sent: 14 February 2025 13:33
To: 'Steve Hardaker' <steve.hardaker@viamed.co.uk>
Subject: RE: MySign O problems

Thanks steve

Mick Smithson
Duty Manager
Lamboo Medical UK

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 **Please consider the environment before printing this email.**

From: Steve Hardaker <steve.hardaker@viamed.co.uk>
Sent: 14 February 2025 12:29
To: Mick Smithson <Mick@lamboo-medical.com>
Subject: Re: MySign O problems

Hi Mick,

Thanks, I've set an alert for them coming in.

They will have to go back to Envitec but we are keen to know what causes this error as this is the first time we've seen it. I'll let you know what I find out.

Best regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Fri, 14 Feb 2025 at 09:29, Mick Smithson <Mick@lamboo-medical.com> wrote:

Hi Steve,

O2 monitors were posted this morning.

Kind regards

Mick Smithson
Duty Manager
Lamboo Medical UK

E: Mick@lamboo-medical.com

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

Sent: 14 February 2025 09:22

To: Mick Smithson <Mick@lamboo-medical.com>

Subject: Fwd: MySign O problems

Hi Mick,

Did you send the faulty devices back? I haven't seen them arrive yet, so thought it best to check.

Best regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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With kind regards / Met vriendelijke groet,

Mick Smithson

Duty Manager



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

Date: Fri, 7 Feb 2025 at 11:55

Subject: Re: MySign O problems

To: Mick Smithson <Mick@lamboo-medical.com>

Hi Mick,

Thanks for providing the serial numbers. Please can you remove the batteries from the instruments and send them back to us using returns ref SRS69026 to the following address:

Returns Dept - SRS69026
Viamed Ltd.
15 Station Road
Cross Hills
Keighley
BD20 7DT

Please can you also include a declaration of the device's decontamination status and some identifying paperwork from yourselves.

These will be covered by the manufacturer warranty, which is valid until April 2025. I should advise you that these will have to go back to Envitec in Germany, and we will have to wait for their assessment as to whether they will repair them and return them or advise us to replace them.

Best regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Fri, 7 Feb 2025 at 08:11, Mick Smithson <Mick@lamboo-medical.com> wrote:

Morning Steve,

I now have another O2 monitor that has had the same Hardware fault issue.

Serial number, **SN 103629**

Can you please advise if these need to be returned to yourself under warranty?

Regards

Mick Smithson

Duty Manager

Lamboo Medical UK

E: Mick@lamboo-medical.com

T: +44 (0)0194 2724272

M: +44 (0)7591 827595

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With kind regards / Met vriendelijke groet,

Mick Smithson

Duty Manager

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**From:** Mick Smithson**Sent:** 03 February 2025 17:02**To:** 'Steve Hardaker' <steve.hardaker@viamed.co.uk>**Subject:** RE: MySign O problems

Hi Steve,

Thanks for looking into this for us.

I have one monitor with serial number, **SN 103633**

One of our guys will be collecting the other on Wednesday so can advise on serial number then.

Kind regards

Mick Smithson

*Duty Manager**Lamboo Medical UK*E: Mick@lamboo-medical.com

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M: +44 (0)7591 827595

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

Sent: 31 January 2025 18:29

To: Mick Smithson <Mick@lamboo-medical.com>

Subject: Fwd: MySign O problems

U ontvangt niet vaak e-mail van steve.hardaker@viamed.co.uk. [Ontdek waarom dit belangrijk is](#)

Hi Mick,

Envitec came back to us to say that this is a hardware error that cannot be rectified by changing the cable or sensor, and will need to come back to us for inspection.

Do you have the serial number of the device so that I can issue a returns number and further instructions?

Have a good weekend.

Best regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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

Date: Wed, 29 Jan 2025 at 17:34

Subject: Re: MySign O problems
To: Mick Smithson <Mick@lamboo-medical.com>

Hi Mick,

We have Envitec for advice on that error code to see if we can narrow down exactly what is causing the fault. I'll let you know what they come back with.

Best regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Wed, 29 Jan 2025 at 13:48, Mick Smithson <Mick@lamboo-medical.com> wrote:

Hi Steve,

Thanks for taking my call earlier.

I would like to have some of the below on stock so will process an order with Aqib.

Thanks again,

Regards

Mick Smithson

Duty Manager

Lamboo Medical UK

E: Mick@lamboo-medical.com

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With kind regards / Met vriendelijke groet,

Mick Smithson

Duty Manager



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

Sent: 29 January 2025 12:54

To: Mick Smithson <Mick@lamboo-medical.com>

Subject: MySign O problems

U ontvangt niet vaak e-mail van steve.hardaker@viamed.co.uk. [Ontdek waarom dit belangrijk is](#)

Hi Mick,

Further to our conversation today, please see below the pricing for a replacement sensor and cable for the MySign O oxygen monitor.

p/n 0121350 - MySign O - Oxygen Sensor Cable @ £40.60+VAT (rising to £41.65+VAT on 2/2/25)

p/n 0110560 - Oxygen sensor OOM111 @ £72.00+VAT (rising to £73.90+VAT on 2/2/25)

Both items are in stock. If you order just a cable, the carriage will be £8.00+VAT, however, as oxygen sensors qualify for free carriage, if you were to order a spare sensor too, this would exempt the whole order from a carriage charge.

Note that the pricing is due to go up imminently, but if you get the order in asap, you will get the current pricing.

Looking at the supplied dates for these items, most of the ones you have will be under warranty, so if you can provide me with the serial numbers of the device, sensors and cable (if it has one), I will check on the warranty status for you.

Best regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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