



Ryan Swaine &lt;viamed.ryan.swaine@gmail.com&gt;

## Customer Complaint QE-000560

1 message

**Morgan Nilsson** <morgan.nilsson@sedanamedical.com>  
To: Ryan Swaine <ryan.swaine@viamed.co.uk>

5 May 2025 at 11:54

Hi Ryan,

We got a complaint from Maidstone hospital /ITU. [beula.clarkson@nhs.net](mailto:beula.clarkson@nhs.net), registered as QE-000560

"Gas sample line is the new viamed line and it is a disaster waiting to happen. It looks like a feed line whereas the old line was a shiny plastic one which could not be confused with other lines. Immediate action taken as a result of this event: Report to Sedana Medical"

I have requested a Feed line from them or a reference to which line it is. When we have got that we will do a Risk assessment and see what we must do(if anything). It is the first complaint we have got on this line.

Let me know if you want us to do anything else. I will keep you updated with what happens.

Best Regards

Morgan Nilsson | **QA Manager**

+46(0)707608408 | [morgan.nilsson@sedanamedical.com](mailto:morgan.nilsson@sedanamedical.com)



**Sedana Medical AB (publ)**

[Svärdvägen 3A](#)

[SE-182 33 Danderyd](#)

[Sweden](#)

+46 (0)8 124 05 200 [www.sedanamedical.com](http://www.sedanamedical.com)

The information transmitted may contain confidential material and is intended only for the person or entity to which it is addressed. Any review, retransmission, dissemination or other use of, or taking of any action by persons or entities other than the intended recipient is prohibited. If you are not the intended recipient, please delete the information from your system and contact the sender. Sedana Medical AB (publ) is a Swedish public limited liability company based in Stockholm, Sweden, with Swedish corporate ID no 556670-2519.

[Personal Data and GDPR](#)

This e-mail may be confidential. If you have received this e-mail in error please note that you may not copy or use the contents or attachments in any way, and in that case please destroy this entire message and notify the sender. E-mails are not secure and Sedana Medical Ltd cannot accept responsibility if they are intercepted, diverted or corrupted or contain viruses. For more information about how Sedana Medical Ltd is handling your personal data see our Privacy Policy on our Homepage. Sedana Medical Ltd. Registered in: Dublin. No. 551564. Sedana Medical Ltd is a wholly owned subsidiary of Sedana Medical AB (publ). Registered in: Danderyd. No. 556670-2519.