



Ryan Swaine <viamed.ryan.swaine@gmail.com>

RE: Customer Complaint QE-000560

1 message

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

6 May 2025 at 12:24

Hi Ryan,

I agree completely.

I will send when I get something. No reply yet but I will ask one of the KAMs to get in touch with them.

Best Regards

Morgan Nilsson | **QA Manager**

✉ +46(0)707608408 | ✉ morgan.nilsson@sedanamedical.com



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From: Ryan Swaine <ryan.swaine@viamed.co.uk>
Sent: Tuesday, May 6, 2025 1:18 PM

To: Morgan Nilsson <morgan.nilsson@sedanamedical.com>
Subject: Re: Customer Complaint QE-000560

Hi Morgan

I have opened a complaint file, and we will ensure all relevant parties are made aware of the situation. Please could you send me pictures of the feedline they are using as soon as you receive them, as I would like to understand how the mix-up is occurring. My understanding is that the gas sampling line is clearly labelled to indicate it is not to be connected to a syringe and is intended solely for gas connection.

Best regards

Ryan



Figure 5: Hang tag label content



Figure 6: Hang tag label position

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On Mon, 5 May 2025 at 11:54, Morgan Nilsson <morgan.nilsson@sedanamedical.com> wrote:

Hi Ryan,

We got a complaint from Maidstone hospital /ITU. 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**

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