



Steve Nixon <steve.nixon.viamed@googlemail.com>

AW: Why the VM-2500 does not require calibration during use

1 message

Froehlich, Heidi <h.froehlich@bluepoint-medical.com>
To: "steve.nixon@viamed.co.uk" <steve.nixon@viamed.co.uk>

30 August 2018 at 17:25

Hi Steve,

I agree with the content of v1.2.

Everything written is correct in my opinion.

Best regards,

Heidi

Von: Main Account [mailto:viamedinbox@gmail.com] **Im Auftrag von** Steve Nixon
Gesendet: Donnerstag, 30. August 2018 17:25
An: Froehlich, Heidi
Betreff: Re: Why the VM-2500 does not require calibration during use

Thanks Heidi

Please can you check the attached V1.2

Steve

On Thu, 30 Aug 2018 at 13:24, Froehlich, Heidi <h.froehlich@bluepoint-medical.com> wrote:

Hi Steve,

with „calibration not required“ we mean that a „gas span calibration“ is not required. Meaning a test gas is measured and the value is stored inside the ISA and is used for the calibration curve. This feature has been removed out of the service menu since FW v8.8. Before it was possible, but caused many errors.

A “calibration in terms of checks measurement accuracy” is recommended once a year using calibration gas or a reference device.

Also see attached screenshots from the Masimo instructions for use we deliver with each Mainstream device.

I highlighted some parts in the document which need change based on this.

Does this clear your question?

Thanks,

Heidi

Mit freundlichen Grüßen

Best regards

Heidi Fröhlich

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Von: Main Account [mailto:viamedinbox@gmail.com] **Im Auftrag von** Steve Nixon

Gesendet: Donnerstag, 30. August 2018 13:41

An: Froehlich, Heidi

Betreff: Why the VM-2500 does not require calibration during use

Hi Heidi

We still receive customer queries concerning the calibration of the capnographs. I know that throughout the user manual there are several references and statements concerning 'calibration free' technology.

However, customers still need to see something relating to how and why it is calibration free.

The attached collates replies that we have given, which appears to pacify most customers. Can you please review it and check it for validity and confirm whether you are happy for us to release it as an information sheet.

It covers:

'Calibration free' technology.

How the analysers self-compensate.

Service advantages over competitors.

Use of our consumables prevent damage and maintain accuracy.

30/08/2018

Gmail - AW: Why the VM-2500 does not require calibration during use

If their local regulations deem it, they can still check the accuracy through the service menu.

They can return units for servicing.

Regards

Steve

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