

Date: Fri, 4 Oct 2013 16:43:39 +0100  
From: Steve Hardaker <steve.hardaker@viamed.co.uk>  
Subject: Revised input connectors for AX300 / MX300 oxygen analysers  
To: Matt Tunstall <matthew.tunstall@heartofengland.nhs.uk>  
Mime-Version: 1.0  
Organization: Viamed  
X-Mailer: GoldMine [6.70.50123]

Hi Matt,

I spoke to you back in June regarding the AX300 / MX300 range of oxygen analysers and the problems that you were experiencing due to intermittent cable operation.

You mentioned at that time that you believe the design of using a freely rotating jack plug causes wear on the plug at the machine end, as when the instrument or cable is moved, the jack rotates in the socket, causing wear over time.

The locking nut was intended to resolve this issue, but as you explained, on some units the thread on the socket is too short for the nut to have much purchase on it. Teledyne have addressed this with a redesign that employs an upgraded jack connector with better locking capability. Admittedly, it is still a connector that can rotate, but by securing the locking nut tightly, rotation is no longer free and must be forced, thus minimising unnecessary movement.

All new monitors are shipping with the new input jack, and an upgrade kit is available should a permanent fix be required for older monitors. This kit includes the input jack connector along with a replacement front and rear case, which was unfortunately necessary as the older casing cannot accommodate the new input connector.

Kits are available using the following part numbers:

0121216 - AX300 upgrade kit, rev.1 to rev.2 @ £20.00+VAT  
0121217 - MX300 upgrade kit, rev.1 to rev.2 @ £20.00+VAT

The price is actually much lower than the true cost of the individual parts and has been costed so as to make upgrades more affordable to customers that feel it to be necessary.

The current version of AX/MX300 may still be around for a few years, but the issue has already been factored into any proposed redesign and a non-rotating connector will be employed. Thank you for your feedback in helping us to improve our products, which is something that as a company, Viamed always strives to do.

If you have any queries, please feel free to contact me.

Regards,

Steve Hardaker  
UK Sales Manager  
Viamed Ltd.  
<http://www.viamed.co.uk>  
email: [steve.hardaker@viamed.co.uk](mailto:steve.hardaker@viamed.co.uk)  
Tel: +44 (0)1535 634542  
Fax: +44 (0)1535 635582

Facebook Page: Search for Viamed Ltd

Company registered in England, No. 01291765.

E-mail Disclaimer

---

The information in this email is confidential and may be legally privileged.  
It is intended solely for the addressee. Access to this email by anyone else is unauthorized.  
If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful.

If you feel you have received this email in error or would like to be removed from our mailing list, please reply with delete in the subject line or call +44 (0)1535 634542

---

[Sent via Goldmine]