



Date: 26th of February, 2014

Dear Mr. Issa,

Follows to the meeting we had with Dr. Nisrine, Please be informed that we are not accepting the report of "MASIMO" regarding the Viamed Capnograph, and they have to take into consideration the following facts:

First of all they have to know that the staff was aware of the sensors high cost and when the first CO2 sensor failed (during warranty period), we didn't ask for any replacement because we knew that the cause of failure was miss-use and the staff (three of our employees who uses the Viamed Capnograph) paid for a new sensor from their own money, and you know more than me that when you penalize an employee for braking a machine, lately he will treat it in a very sensitive way as if he is dealing with one of his babies. However after this incident in couple of month two other sensors failed (Multigas Sensors) and I am sure that the staff is not that stupid or rich enough to miss-use it after they paid that money.

Now Masimo has to know that we were using Novamatrix Capnographs for many years and the life time average of their sensors were about 3 years, but this average was not acceptable for us and we decided to switch to side stream sensors to avoid the frequent breakdowns of main stream sensors. Mr. Issa, whom is a supplier that we very trust, came with Viamed and convinced us to use main stream again as this unit is a long lasting machine and we will not regret trying it.



Unfortunately, we are now very upset of this product and we regret that we purchased these units because it didn't end up with paying thousands of dollars for a new sensor (which was supposed to be under warranty), but also we had to keep our rooms without Capnographs and Multigas Monitors for more than 5 month.

At the end we insist that it wasn't our fault ruining the last two sensors and would like you to know that we are not going to deal with your company or purchase any of your products in the future anymore.

**Director of Biomedical Engineering
Department**



Eng. Osama Hayek

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20-2-2014