Date: Wed, 30 Apr 2014 13:54:23 +0100
From: Steve Hardaker <steve.hardaker@viamed.co.uk>
Subject: re[2]: Revised flowsensor manufacturing process
To: Boichat Martin <M.Boichat@rbht.nhs.uk>
cc: Steve Nixon <steve.nixon@viamed.co.uk>
In-Reply-To: <20140428080938.A32F54488A3@nhs-pd1e-esg106.ad1.nhs.net>
Mime-Version: 1.0
Organization: Viamed
X-Mailer: GoldMine [6.70.50123]

Hi Martin,

In answer to your questions:

>Does this mean that the sensor I sent back to you was confirmed as faulty?

No. The flowsensor was tested on test equipment by the engineers and was found to be within specification, in addition it was tested on a Cato and on an Evita XL running software version 7.0 and found to calibrate without issue and deliver readings within expected tolerances.

These results led the the engineers to conclude that the only logical way for such a large error in measurement to have come from this flowsensor is if it was not calibrated on the vent prior to these readings being observed, which is why they asked me to clarify with you that this was done correctly.

Trusting that your results are based on correct calibration procedures, the engineers have opted to attempt to reduce as many variables as possible and tighten the spec as much as they can, however, they are at a loss to explain or replicate the results that you reported.

>Yes I would like a box of the new sensors. I also have boxes of the old batch that I would need to have replaced, otherwise I can not envisage going back to using VIAMED sensors.

I will have our returns department ship you a box of the latest version. Please feel free to return any outstanding sensors using **returns number SRS64245** and we will swap them out for you.

It would be helpful if you could identify if any of the sensors have been used and rejected due to failing calibration or generating suspect readings. This will help us to put the test results into context when we investigate them.

>Absolutley. The sensors were tested in several machines and in several different cofigurations and calibrated each time. We did a fair amount of testing before I contacted you.

I have passed your comments on to Steve Nixon, Viamed's Technical Director, who has been at the factory this week to further the investigation. Steve will relate them to the investigating engineers and, when he reports back, I will discuss his findings and let you know how we can move forward.

With regards to further replacements for the sensors that you are returning, it might be prudent to ensure that you do not experience any problems with the box that we are sending this week before taking that step. Please could you let me know how you get on with them? Thanks in advance.

Regards,

Steve Hardaker
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Company registered in England, No. 01291765.

> Hi Steve,
>
> I have just come back from holiday, thanks for the update. I have some
> questions:
>
>
>
> From: Steve Hardaker [mailto:steve.hardaker@viamed.co.uk]
> Sent: 25 April 2014 17:04
> To: Boichat Martin
> Subject: Revised flowsensor manufacturing process
>
> Hi Martin,
>
> I tried to call you without success, so am writing to update you as to the
> situation with regards to the flowsensor that you returned with reports of
> inaccuracies.
> Our Technical Director and the design engineers have investigated the issue
> and have gone back to basics with this: we have had a new manufacturing
> tool fabricated to rule out any tolerances generated by wear, we have
> reconfirmed the exact specifications required for the platinum wire and
> have had a new batch manufactured to this reference spec, and the same
> again with the polycarbonate for the flowsensor body. Does this mean that
> the sensor I sent back to you was confirmed as faulty?
> The sensors that have been manufactured through this new process have been
> fully tested and the engineers believe them to be exactly to
> specification. They have asked if you would like me to send you a box by
> way of replacements for the faulty ones that you have reported? If so,
> please advise and I will ship them asap. Yes I would like a box of the new
> sensors. I also have boxes of theold batch that I would need to have
> replaced, otherwise I can not envisage going back to using VIAMED sensors.
>
> I am reticent to ask this, as I am sure that you are fully aware of the
> correct procedure, but one thing that the engineers investigating this
> issue have asked for clarification on, was whether the flowsensor
> calibration procedure was followed each time you replaced a sensor? They
> suggest that by calibrating with one flowsensor, then swapping it for
> another without recalibrating, the results may well shows errors of the
> magnitude that you reported but that they are not seeing errors onthis
> scale upon testing the flowsensor themselves. Absolutley. The sensors were

> tested in several machines and in several different cofigurations and
> calibrated each time. We did a fair amount of testing before I contacted
> you.
> As such, they just wanted to me to confirm with you that the errors were
> seen after a calibration to the sensors in question. YES
> I believe that we are now close to resolving this and look forward to
> hearing from you as soon as is convenient.
> Regards,
> Steve

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