

Date: Tue, 21 Oct 2014 09:30:40 +0100
From: Steve Hardaker <steve.hardaker@viamed.co.uk>
Subject: Teledyne MX300 QuickStart Guide discrepancies
To: Veronica Tyler <vtyler@nhs.net>
In-Reply-To: <SFo4UjVNUCE6VEIsTjNFMjU3NTM3Mw@215-PC>
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Organization: Viamed
X-Mailer: GoldMine [6.70.50123]

Hi Veronika,

I would agree that there are some discrepancies between the steps detailed on the Quick Start Guide and the operation of the device. I believe that the Quick Start Guide is referring to the procedures for software version 1.3, which required the user to lock the device manually after calibration.

Revision 1.4 included changes to the way that the software handles the Lock/Unlock states, the note on page 13 of the Operator's Manual states the current operation of the device in this regard:

"At the end of the calibration countdown, the Monitor will display a solid number, indicating acceptance of the calibration value. No further user action is required. If the LOCK/UNLOCK key is still pressed, the display will start blinking, allowing the recalibration. If this LOCK/UNLOCK key-press is in error, either press the key once more or allow the software to revert to the locked mode automatically, which will occur within nine seconds of not pressing any functional keys."

The MX300 is manufactured by Teledyne Analytical Instruments and the Operator's Manual and Quick Start Guide are maintained by Teledyne under their own Quality Management System. As such, Viamed is not in a position to make amendments to these documents, however, I have forwarded your comments and my own recommendations to Viamed's Technical Director (Steve Nixon) and Managing Director (Derek Lamb) to ask that Viamed addresses the issues that you have raised with Teledyne so that I can inform you of their response.

I apologise for any confusion caused: in the 6 years since software revision 1.4 was introduced, this is the first report that we have had concerning this issue, as such we have not had an opportunity to address it previously.

Either myself, Keith or one of my colleagues will be in touch in due course to update you.

Regards,

Steve Hardaker
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[Sent via Goldmine]

> Hi Steve
>
> I wonder if you can clear something up for me.
>
> The Operating Manual and Quick Start Guide differ on the instructions for
> calibration.
>
> Unlocking occurs at different times in the procedure (I think the Guide is
> correct)
>
> After the device has counted down to 0 then displayed the oxygen level eg
> 100%, the Quick Guide says to press the Lock button to save the
> calibration whereas the Operating Instructions say, in the Note on page
> 13, not to do anything (I think this is correct).
>
> Do you agree with me?
>
> If so, are you going to amend the Quick Start Guide?
>
> Many thanks for your help
>
>
> Veronika Tyler
> Medical Engineering Technician
> EBME Department
> North Devon District Hospital
> 01271 322766
>
> From: Steve Hardaker [mailto:steve.hardaker@viamed.co.uk]
> Sent: 08 August 2014 04:47 PM
> To: Tyler Veronika (NORTHERN DEVON HEALTHCARE NHS TRUST)
> Subject: Maxtec information
>
>
> Hi Veronica,
>
> Further to my previous email, please find attached some information
> concerning the Maxtec range of monitors for reference.
>
> I am hopeful that any problems that the end-users have been experiencing
> with the Teledyne MX300 will be resolved by the upgrade of the single
> MX300 that has v1.3 firmware to v1.4.
>
> Viamed would strongly recommend that a Key Trainer in each department is
> tasked with reading through the manual and the Training Assessment Form to
> ensure that they are fully conversant with the device, then, if an on-site
> training session is required, please contact Keith.
>
> It should be noted that as these are low-cost and relatively
> straightforward devices, Viamed does not provide unlimited on-site
> end-user training free of charge. If Keith is visiting your area then we
> will gladly provide a brief training session for the Key Trainers,
> however, if you wish to organise extended end-user sessions, or multiple
> sessions, then Viamed reserve the right to charge for training. I have
> attached Viamed's company policy with regards to end-user training for
> reference.
>

> Regards,
>
> Steve Hardaker
> UK Sales Manager
> Viamed Ltd.
>
> Please Note: I will be away from the office from Friday 8th August until
> Monday 18th August.
> My colleagues will attempt to respond to emails on my behalf: where they
> are unable to do so, I will respond upon my return.
> If your enquiry is urgent, please contact Viamed on 01535 634542 or email
> info@viamed.co.uk with the word 'URGENT' in the subject line.
> <http://www.viamed.co.uk>
> email: steve.hardaker@viamed.co.uk
> Tel: +44 (0)1535 634542
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