



Kate Griffiths &lt;viamed.kate.griffiths@gmail.com&gt;

**RE: Rescheduling request 28/02/2023**

1 message

**Harroop Sarai** <Harroop.Sarai@escatec.com>

6 March 2023 at 09:05

To: "steve.hardaker@viamed.co.uk" <steve.hardaker@viamed.co.uk>  
Cc: "kate.griffiths@viamed.co.uk" <kate.griffiths@viamed.co.uk>

Hi Steve,

In this case, please move the last drop to the December date.

I'll keep note of the price for the next order, it might be a while before I have to place the next order. I'll confirm closer to the time.

Thank you

Harroop

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**From:** Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker  
**Sent:** 03 March 2023 11:32  
**To:** Harroop Sarai <Harroop.Sarai@escatec.com>  
**Cc:** kate.griffiths@viamed.co.uk  
**Subject:** Re: Rescheduling request 28/02/2023

Hi Harroop,

Yes, technically the 12 month warranty will start from the date of invoice, which is 1 day before the date of delivery.

It might be helpful to look at whether the devices you manufacture are subject to a maintenance and service programme where the sensors are replaced annually. If so, then I would expect no problems whatsoever as the sensor is specified with a lifespan considerably longer than 12 months.

Best Regards,

Steve Hardaker  
Technical Support Manager  
Viamed Ltd.

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On Fri, 3 Mar 2023 at 11:19, Harroop Sarai <Harroop.Sarai@escatec.com> wrote:

Good morning Steve,

Thank you for the detail, it is very helpful.

Just to confirm I am reading this right, the sensors would be covered by the warranty a 1 year from the delivery date?

Thank you

Harroop

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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Steve Hardaker  
**Sent:** 03 March 2023 10:37  
**To:** Harroop Sarai <[Harroop.Sarai@escatec.com](mailto:Harroop.Sarai@escatec.com)>; [kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)  
**Subject:** Re: Rescheduling request 28/02/2023

Good morning Harroop,

Thank you for the update on your delivery requirements.

Because the order was placed in April '22 for delivery in April '23, this effectively gave Escatec fixed pricing for 12 months, and unfortunately the price has increased during this time due to inflationary pressures.

If you are happy for us to allocate 466 sensors to you from our current stock and hold them for delivery in December, we can do that at the price on the existing order. These sensors will have manufacturing dates of January and February 2023 but will still be covered by a 12 month warranty from the date of invoice / delivery in December.

If you would like more recently manufactured sensors in December, these would have to be at the new pricing as they will be manufactured after the pricing increases came in.

**p/n 01104321 - Oxygen sensor Max-250(B)**

**100+ Distributor Price: £50.00+VAT**

**Carriage £12.00+VAT**

**CIP Insurance (if required) : 1% of pre-VAT goods value**

Please could you advise how you would like to proceed? I look forward to hearing from you.

Best Regards,

Steve Hardaker  
Technical Support Manager  
Viamed Ltd.

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Good afternoon,

I've been given a push out by my customer and if possible can I push the following out to a the below date?

Product code	Purchase order	Quantity	Current delivery date	New delivery date
110432	1121330	466	03/04/2023	04/12/2023

If you need any further details, please let me know.

Thank you

Harroop

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Harroop SARAI, Operations Buyer  
ESCATEC Mechatronics Ltd,  
Wycliffe Industrial Park, Leicester Road, Lutterworth, United Kingdom LE17 4HG

Tel: +44 1455 555500

Email: [Harroop.Sarai@Escatec.com](mailto:Harroop.Sarai@Escatec.com)

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[www.escatec.com](http://www.escatec.com)

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