



Ryan Swaine <viamed.ryan.swaine@gmail.com>

RE: V1000

1 message

info <info@medivent.ie>
To: ryan.swaine@viamed.co.uk

21 March 2023 at 15:38

Hi Ryan,

Okay, if the device is no good, just scrap it. We will look at ordering a new device with our next order maybe.

Thank you!

Kind Regards,

Lisa

From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Ryan Swaine
Sent: 21 March 2023 15:34
To: info <info@medivent.ie>
Subject: Re: V1000

Hi Lisa

Unfortunately, there is nothing I can salvage from your device. It must be one of the very early units, our engineer has only seen one of these before.

Best regards

Ryan

Ryan Swaine
International Sales Manager
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On Tue, 21 Mar 2023 at 14:48, info <info@medivent.ie> wrote:

Hi Ryan,

Philip is wonders is there any chance you can offer us a trade on the old unit sent over? Any help would be appreciated!

We managed to get a loan of a V1000 from Edan UK as they were sending demo Doppler devices over to us and included it. We still obviously would like to buy and promote a V1000 in Ireland.

Looking forward to hearing from you!

Kind Regards,

Lisa

From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Kate Griffiths

Sent: 21 March 2023 09:46

To: info <info@medivent.ie>; Ryan Swaine <ryan.swaine@viamed.co.uk>

Subject: Re: Tracking number request

Good morning Lisa,

Yes, thank you the device arrived yesterday afternoon. Ryan Swaine emailed Philip yesterday with an update as this is a very old device. Ryan has asked me to copy the email he sent to Philip as follows:

I have just spoken with our engineer regarding your V1000. The device is a really early example that is a completely different design and completely different components to the current model. It predates myself and our engineer and I have been at Viamed for 17+ years.

We may be able to fix it, but it would not be a quick turn around, as it would require some investigation.

I understand you are in a desperate hurry, so I can only suggest you purchase a new one. I currently have 2x available from stock, distributor price is EUR €485 EXW.

I am sorry I do not have better news for you, please can you let me know how you would like to proceed?

Please could you reply to Ryan Swaine?

Many thanks.

Kind regards

Kate Griffiths

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On Tue, 21 Mar 2023 at 09:39, info <info@medivent.ie> wrote:

Hi Kate,

Just want to confirm the unit arrived to you?

Kind Regards,

Lisa

From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Kate Griffiths

Sent: 16 March 2023 14:50

To: info <info@medivent.ie>

Subject: Re: Tracking number request

Thank you Lisa,

It looks like the device will arrive tomorrow, unfortunately we do not have an engineer in then, so it would be looked at on Monday and we will contact you on Tuesday.

Kind regards

Kate Griffiths

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On Thu, 16 Mar 2023 at 14:40, info <info@medivent.ie> wrote:

Hi Kate,

DPD

Tracking No.
979148037

2 day delivery

Kind Regards,

Lisa

From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Kate Griffiths

Sent: 16 March 2023 13:14

To: info <info@medivent.ie>

Subject: Tracking number request

Good afternoon,

Cathy in the warehouse has asked me to request a tracking number from you for the urgent repair you are sending in.

Many thanks.

Kind regards

Kate Griffiths

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