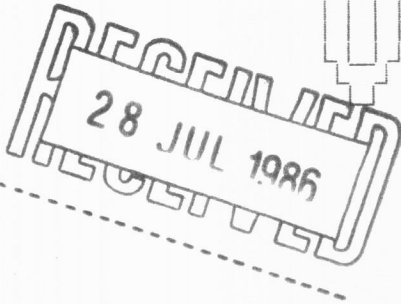


# VIAMED



Reference: MICROSTIM (ser.no. 860167)

Dear Sir,

Please find enclosed the Microstim unit returned to us under guarantee ,with a report of excessive battery drainage.

Our engineers have carried out exhaustive tests and are able to confirm your findings,however,we feel that a full explanation is demanded.

The Viamed company has always prided itself on its excellent relations with hospital maintenance staffs, and to this end our equipment is designed and built to a standard commensurate with secure employment for these fine people.

Therefore, although the Microstim unit is a precision built instrument ,a certain degree of fallibility is necessary in order to comply with the company 'concept' .

I hope you find this explanation satisfactory , and look forward to many future sales.

Yours Best Friend,