



Kate Griffiths <viamed.kate.griffiths@gmail.com>

Re: Faulty Microstim DB3

1 message

ARSHAD, Haroon (THE HILLINGDON HOSPITALS NHS FOUNDATION TRUST)

25 October 2023 at

<haroon.arshad@nhs.net>

12:37

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

Hi Kate,

Thank you for replying.

Kindly, could you please send me an official quotation for Part No. 2530012 in order for us to purchase the part.

Kind Regards

Haroon Arshad
Biomedical Engineering Department
Hillingdon Hospital
Pield Heath Road
Uxbridge
UB8 3NN
Tel: 01895 279690

From: Main Account <viamedinbox@gmail.com> on behalf of Kate Griffiths <office@viamed.co.uk>**Sent:** 25 October 2023 11:25**To:** ARSHAD, Haroon (THE HILLINGDON HOSPITALS NHS FOUNDATION TRUST) <haroon.arshad@nhs.net>**Subject:** Re: Faulty Microstim DB3You don't often get email from office@viamed.co.uk. [Learn why this is important](#)

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Good morning Haroon,

Thank you for your enquiry.

I can offer two options:

You can purchase a replacement intensity control knob, part number 2530012 for £5 each, plus £8 carriage, plus VAT (or free carriage if you were ordering any oxygen sensors or posey wraps at the same time)

Or we offer a fixed price repair for the price of £60, plus VAT. If you decide to send the device to us, I would need to issue you with a returns reference number.

Please let me know if you require any further information.

Many thanks.

Kind regards

Kate Griffiths

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<http://www.viamed.co.uk>

Email kate.griffiths@viamed.co.uk

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Fax: +44 (0)1535 635582

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On Tue, 24 Oct 2023 at 16:51, Main Account <office@viamed.co.uk> wrote:

----- Forwarded message -----

From: **ARSHAD, Haroon (THE HILLINGDON HOSPITALS NHS FOUNDATION TRUST)** <haroon.arshad@nhs.net>

Date: Tue, 24 Oct 2023 at 16:46

Subject: Faulty Microstim DB3

To: technical@viamed.co.uk <technical@viamed.co.uk>

Good afternoon

I have a damaged Microstim DB3 (S/N: M0004897); the Knob has gone free and is no longer operating.

Kindly, could you please advise if we should send the unit to you for repair.

Kind Regards

Haroon Arshad
Biomedical Engineering Department
Hillingdon Hospital
Pield Heath Road
Uxbridge
UB8 3NN
Tel: 01895 279690

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