

Main Account <viamedinbox@gmail.com>

Re: Tom Thumb PPM + Hose Change

1 message

Steve Hardaker <steve.hardaker@viamed.co.uk>

26 April 2024 at 14:24

To: "PAGE, James (LEEDS TEACHING HOSPITALS NHS TRUST)" < james.page3@nhs.net>

Hi James,

Please can you return the unit us at the following address using returns ref SRS68766:

Returns Dept - SRS68766
Viamed Ltd
15 Station Road
Cross Hills
Keighley
BD20 7DT
Best regards,

If you are raising a PO before sending, please reference the PO number on the paperwork that you send with the Tom Thumb so that our Repairs Dept will know there should already be an order in place for it.

Best regards,

Steve Hardaker

Technical Support Manager

Viamed Ltd.

Please note: Viamed is now enacting hybrid working to allow sales and admin staff to work remotely and in the office. Telephone calls to the main office will be answered, but please continue to use email where possible.

Website: www.viamed.co.uk

email: steve.hardaker@viamed.co.uk

Tel: +44 (0)1535 634542 Fax: +44 (0)1535 635582

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On Fri, 26 Apr 2024 at 14:10, PAGE, James (LEEDS TEACHING HOSPITALS NHS TRUST) <james.page3@nhs.net> wrote:

Hi Steve,

Thanks for that.

The serial number is: VMDF03

Kind Regards,
James

James Page BSc (Hons) | Senior Lead Technician | Dept of Medical Physics & Engineering

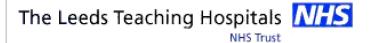
1st Floor | Clinical Engineering Building | Block 57 | St James's Hospital | Beckett Street | Leeds | LS9
7TF

'0113 206 4288 | ⋈ james.page3@nhs.net

To leave us feedback - Please Click Here







From: Steve Hardaker <steve.hardaker@viamed.co.uk>

Sent: 26 April 2024 14:07

To: PAGE, James (LEEDS TEACHING HOSPITALS NHS TRUST) < james.page3@nhs.net>

Subject: Re: Tom Thumb PPM + Hose Change

This message originated from outside of NHSmail. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi James,

You can return it with a PO to cover the service cost as per the previous invoice:

p/n 0380000 - Annual Service, Tom Thumb @ £90.00+VAT

Carriage: £12.00+VAT

If the service is straightforward and there are no additional parts required to effect a repair, we can just use the PO and this will speed up the turnaround. If there is anything that requires adding to the order, we will issue a quotation and ask for the order to be amended.

Do you have the serial number? If you can let me have that I will issue you with a Returns reference number.

Best regards,

Steve Hardaker Technical Support Manager

Viamed Ltd.

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On Thu, 25 Apr 2024 at 11:03, PAGE, James (LEEDS TEACHING HOSPITALS NHS TRUST) <james.page3@nhs.net> wrote:

Hi Steve.

Hope you are well?

Thank you for the servicing and return of the Tom Thumb. We have used that to swap out another that is now ready to be returned for servicing and hose change. Do you want us to return for a quote or send with PO with the same price as the previous quote?

Kind Regards,

James

James Page BSc (Hons) | Senior Lead Technician | Dept of Medical Physics & Engineering

1st Floor I Clinical Engineering Building I Block 57 I St James's Hospital I Beckett Street I Leeds I LS9 7TF

'0113 206 4288 I ⊠ james.page3@nhs.net

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The Leeds Teaching Hospitals

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