



Catrin Hollings <viamed.catrin.hollings@gmail.com>

RE: V1000 Foetal Heart Simulator - Calibration Request

FRANCIS, Mark (UNIVERSITY HOSPITALS PLYMOUTH NHS TRUST) <mark.francis1@nhs.net> 10 June 2024 at 12:50
To: "viamed.catrin.hollings@gmail.com" <viamed.catrin.hollings@gmail.com>
Cc: "MILNE, Dane (UNIVERSITY HOSPITALS PLYMOUTH NHS TRUST)" <dane.milne@nhs.net>

Hello Catrin,

I hope this finds you well?

Please see the below from my colleague Dane regarding the calibration of our V1000. I have attached a previous email from you with options. Could we arrange for the device to be calibrated please.

Also, could you send me a quote for a new device please?

Thank you.

Kind Regards,

Mark

From: MILNE, Dane (UNIVERSITY HOSPITALS PLYMOUTH NHS TRUST) <dane.milne@nhs.net>
Sent: Monday, June 10, 2024 11:52 AM
To: FRANCIS, Mark (UNIVERSITY HOSPITALS PLYMOUTH NHS TRUST) <mark.francis1@nhs.net>
Subject: FW: V1000 Foetal Heart Simulator - Calibration Request

fyi

Kind Regards

Dane Milne

Clinical Engineering IT Systems Administrator

University Hospitals Plymouth NHS Trust

Level 4 - Clinical Engineering, Derriford Hospital, Derriford Road, PL6 8DH

Email: dane.milne@nhs.net

Telephone: 01752 433595

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Department website: www.clinicaleng.uk

CE Servicedesk: plh-tr.plymouthceservicedesk@nhs.net

CE work Request: [Job Logging](#)

From: MILNE, Dane (UNIVERSITY HOSPITALS PLYMOUTH NHS TRUST)

Sent: Tuesday, June 4, 2024 11:01 AM

To: info@viamed.co.uk

Subject: V1000 Foetal Heart Simulator - Calibration Request

Good Morning

We have the Above device requiring calibration is this something you can help facilitate.

If you can raise a quote for the process that would be appreciated, In house calibration ideally.

S/N PR02673A14

Thanks

Kind Regards

Dane Milne

Clinical Engineering IT Systems Administrator

University Hospitals Plymouth NHS Trust

Level 4 - Clinical Engineering, Derriford Hospital, Derriford Road, PL6 8DH

Email: dane.milne@nhs.net

Telephone: 01752 433595

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

From: Catrin Hollings <viamed.catrin.hollings@gmail.com>
To: "REYNOLDS, Kevin (UNIVERSITY HOSPITALS PLYMOUTH NHS TRUST)" <kevin.reynolds1@nhs.net>
Cc: "FRANCIS, Mark (UNIVERSITY HOSPITALS PLYMOUTH NHS TRUST)" <mark.francis1@nhs.net>
Bcc:
Date: Mon, 12 Feb 2024 12:14:20 +0000
Subject: Servicing Options: V1000 Foetal Heart Simulator

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Serial Number: PR02673A14
Ref: 20180723/499

Dear Kevin,

Certificate of Calibration and Service Options: V1000 Foetal Heart Simulator

I am writing with regards to the V1000 Foetal Heart Simulator that your organisation has previously purchased from Viamed.

In order to comply with local standards and in response to customer requests, we offer the following servicing options.

- **Functional Check Service and Certificate of Calibration** – The following are checked and assessed: Outputs settings, LEDs, membrane keys, intensity control, interface cushion and batteries. The outputs are tested to verify that they are within specification at the settings of: 30, 60, 90, 120, 150, 180 and 210 BPM. A functional test is carried out in conjunction with a foetal heart monitor and the unit is left on a soak test. Upon completion, a certificate of calibration is issued. The price for this is **£60.00*** plus £12.00 return carriage (excluding VAT) – part number 1480000.
- **Repair Service** – This covers the labour on a cost of per hour basis to repair a returned faulty/damaged V1000. We will provide a quotation before any work is carried out.

Should you wish to utilise one of these services, please advise us of the serial number/s of the unit/s and we will provide you with a **returns** reference number. When returning units to us, please may we ask that you ensure that the units are returned with a certificate of

decontamination status. Please ensure that the item's packing is adequate and we advise that you use a traceable delivery service.

So that we can keep our records up-to-date, if the V1000 is no longer in service, please email service@viamed.co.uk with the serial number/s and we will update our records accordingly.

Should you have any further queries or require any further information, please do not hesitate in contacting us.

Kind regards

Catrin Hollings
Marketing
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.

Working hours: Monday 9am - 3pm, Tuesday 8.30am - 5.30pm, Wednesday 8.00am - 2.30pm, Friday 7am - 12 noon.

Should you need any urgent assistance outside of these hours please email sales@viamed.co.uk otherwise I will be in touch on my next working day.

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

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Servicing Options: V1000 Foetal Heart Simulator.eml
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