



Steve Hardaker <viamed.steve.hardaker@gmail.com>

Call : 2701399

1 message

PROCUREMENT, Barts (BARTS HEALTH NHS TRUST) <barts.procurement@nhs.net> 28 August 2024 at 15:58
Reply-To: "PROCUREMENT, Barts (BARTS HEALTH NHS TRUST)" <barts.procurement@nhs.net>
To: "ALDRIDGE, Richard (BARTS HEALTH NHS TRUST)" <richard.aldridge1@nhs.net>, "steve.hardaker@viamed.co.uk" <steve.hardaker@viamed.co.uk>

Dear Steve,

The best way to go forward would be to have a quote for the additional elements and a second order to be raised.

Kind regards,
Dom
Buyer - Soft FM

---Do not write below this line---

Dear Steve,

Your Query number is as follows **2701399**, please use this in any communication with our team.

Please see details of your call below:

Query Type: Supplier Requesting Information

Service: Procurement

Query Description: MaxBlend service on PO 41048352 , S/N: BDF05737

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Hi Richard,

I'm contacting you regarding the MaxBlend blender that you sent in for service on returns ref SRS68862.

We sent a quote for an overhaul service and have received a PO from the Trust (41048352 - attached), however, upon commencement of the work, our engineer opened the device and found internal damage that requires repairing.

Inside it can be seen that the front case shows pre-existing damage and has been previously repaired with clear silicone which has now failed, causing the internal PCB board to come loose. Also, the sensor cable shows excessive wear and tear around the strain relief with breaks in the insulation.



To complete the repair, the following additional parts will be required:

1x 0339950 - MaxBlend Front Cover @ £60.00+VAT
1x 0320500 - MaxBlend Sensor Cable @ £27.25+VAT

As we already have a PO for the service, do you want us to send a second quote for just the additional parts to allow the Trust raise a supplementary PO, or would you prefer a full requote to allow the PO to be amended/re-raised at your end?

I look forward to hearing from you.

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.

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The latest update on your call is:

To update your query, and add any attachments, please reply directly to this email, attaching any relevant documentation.

Please write above the "--Do Not Write Below This Line--" heading.

Regards,

Procurement Operations Helpdesk

Contact us via our Self Service Portal: [Click Here](#)



Open Call

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