



Main Account <viamedinbox@gmail.com>

Re: Blender service

1 message

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

19 September 2024 at 11:19

To: "BURROWS, Paul (NOTTINGHAM UNIVERSITY HOSPITALS NHS TRUST)" <paul.burrows5@nhs.net>

Hi Paul,

To return the device, please ensure that any flowmeters are first disconnected from the blender and send it back to us via a traceable courier service, securely packaged, using returns ref SRS68901 to the following address:

Returns Dept - SRS68901
Viamed Ltd.
15 Station Road
Cross Hills
Keighley
BD20 7DT

Please can you also include a declaration of the device's decontamination status.

All costs will be notified to you in a quotation for authorization prior to commencing work. The turnaround time should be approximately 1 week.

If you have any queries, please do not hesitate to contact me.

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 Thu, 19 Sept 2024 at 10:39, BURROWS, Paul (NOTTINGHAM UNIVERSITY HOSPITALS NHS TRUST) <paul.burrows5@nhs.net> wrote:

Hi Steve.

I have a Neoflow blender that requires a 2 year service, serial number AL000168, please can you provide a returns ref so I can return this to you.

Kind regards

Paul

Paul Burrows

Clinical Engineering Technologist

Medical Equipment Services Unit (MESU)

NUH Trust, Queens Medical Centre



0115 9249924 x82630



Paul.burrows5@nhs.net Website: www.nuh.nhs.uk/medical-physics-and-clinical-engineering-mpce

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