



Kate Griffiths &lt;viamed.kate.griffiths@gmail.com&gt;

---

**RE: Faulty O2 Cell**

1 message

---

**Bolton, Michael** <Michael.Bolton@northerntrust.hscni.net>  
To: Kate Griffiths <kate.griffiths@viamed.co.uk>

30 September 2024 at 15:15

Hi Kate,

Thanks for the quick reply. For our procurement method we have to get quotes and then its passed on to our financial team so I'm not too sure when the order will be placed but I'll get it through as soon as possible. Could you reply with a quote for 2 of these sensors just so we can have a spare one.

Many thanks,

Michael Bolton

---

**From:** Kate Griffiths <[kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)>  
**Sent:** 30 September 2024 14:48  
**To:** Bolton, Michael <[Michael.Bolton@northerntrust.hscni.net](mailto:Michael.Bolton@northerntrust.hscni.net)>  
**Subject:** Re: Faulty O2 Cell

You don't often get email from [kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk). [Learn why this is important](#)

**CAUTION - EXTERNAL EMAIL**  
Do not click on links or attachments that are not expected  
Never trust - always verify

**Stay Alert - Think before you Click - Stop a potential Cyber Attack**

Good afternoon Michael,

Thank you for your email.

Our returns procedure means that we are unable to send out a replacement item without first having received the potentially faulty item. After receiving the sensor, it would be tested and when verified to be faulty, a replacement would be issued.

As you require this sensor urgently, may I suggest that a new order is placed today for part number 0110081 and it can be shipped to you tomorrow for receipt on Wednesday? We are unable to ship it today as we have reached our cut off time for today's deliveries to be collected by UPS.

If the sensor is found to be faulty, we would send you a replacement **or if you let us know, we could credit the cost of the sensor instead.**

If you send the sensor to us, please could you quote the reference **SRS68912** on any paperwork you include?

The address is as follows:

Viamed Ltd  
Service Team SRS68912  
15 Station Road  
Cross Hills

Keighley

West Yorkshire  
BD20 7DT

Many thanks.

Kind regards

Kate Griffiths

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

Email [kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)

Tel: +44 (0)1535 634542

Fax: +44 (0)1535 635582

Twitter: [twitter.com/ViamedLtd](https://twitter.com/ViamedLtd)

Facebook Page: Search for Viamed Ltd

Company registered in England, No. 01291765.

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.

#### E-mail Disclaimer

-----  
GDPR / Privacy Policy available at [www.viamed.co.uk/policy](http://www.viamed.co.uk/policy)

The information in this email is confidential and may be legally privileged.

It is intended solely for the addressee. Access to this email by anyone else is unauthorized.

If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful.

If you feel you have received this email in error or would like to be removed from our mailing list, please reply with delete in the subject line or call +44 (0)1535 634542

-----  
On Mon, 30 Sept 2024 at 14:27, Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> wrote:

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

From: **Bolton, Michael** <[Michael.Bolton@northerntrust.hscni.net](mailto:Michael.Bolton@northerntrust.hscni.net)>

Date: Mon, 30 Sept 2024 at 14:24

Subject: Faulty O2 Cell

To: [info@viamed.co.uk](mailto:info@viamed.co.uk) <[info@viamed.co.uk](mailto:info@viamed.co.uk)>

Hi,

We purchased UFO 130-2 Oxygen Sensor – p/n 0110081 with PO Number BB151300 in June which has gone faulty and is failing tests. Could you send a replacement urgently as this is part of the lung function machine which is the only one in the hospital.

Many thanks,

Michael Bolton

Medical Technician

Causeway Hospital

02870346334

The information contained in this email and any attachments is confidential and intended solely for the attention and use of the named addressee(s). No confidentiality or privilege is waived or lost by any mistransmission. If you are not the intended recipient of this email, please inform the sender by return email and destroy all copies. Any views or opinions presented are solely those of the author and do not necessarily represent the views of HSC. The content of emails sent and received via the HSC network may be monitored for the purposes of ensuring compliance with HSC policies and procedures. Please be aware that e-mail may not be a secure medium. This e-mail (whether you are the sender or the recipient) may be monitored and monitoring and blocking software may be used. While HSC takes precautions in scanning outgoing emails for computer viruses, no responsibility will be accepted by HSC in the event that the email is infected by a computer virus. Recipients are therefore encouraged to take their own precautions in relation to virus scanning. All emails held by HSC may be subject to public disclosure under the Freedom of Information Act 2000. All emails held by HSC may also be disclosed, where required, under the UK GDPR and Data Protection Act 2018.