



Aqib Majeed <viamed.aqib.majeed@gmail.com>

Fwd: Out-of-box failure, RBSN400149878

Main Account <viamedinbox@gmail.com>
To: Aqib Majeed <aqib.majeed@vmsecure.me.uk>

27 September 2024 at 16:21

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

From: **Ratcliffe Lauren** <Lauren.Ratcliffe@alderhey.nhs.uk>
Date: Fri, 27 Sept 2024 at 16:17
Subject: Out-of-box failure, RBSN400149878
To: orders@viamed.co.uk <orders@viamed.co.uk>, technical@viamed.co.uk <technical@viamed.co.uk>
Cc: Lucas Patricia <Patricia.Lucas@alderhey.nhs.uk>

Hi

We recently purchased R-43V O2 cells, part number 0110043 on purchase order RBSN400149878

Unfortunately my engineer has opened one of the boxes and found one of the cells inside to be faulty. I have attached pics of the fault above

The serial numbers on the packaging are V110524 and V110481, V110481 is the one with the fault

Can you advise how we can return these and get a replacement pack please

Many thanks

Lauren

Lauren Ratcliffe
Medical Engineering Dept
Alder Hey Children's NHS Foundation Trust
Liverpool
L12 2AP

Tel: 0151 2525293

3 attachments



O2 cell.jpg
40K



O2 CELL..jpg
34K



O2.CELL.jpg
36K