



Sophie Lines <viamed.sophie.lines@gmail.com>

Fwd: MX300-I

2 messages

Main Account <viamedinbox@gmail.com>
To: Sophie Lines <sophie.lines@vmsecure.me.uk>

Fri, Jan 10, 2025 at 9:50 AM

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

From: **SOUTER, Madison (UNIVERSITY HOSPITALS SUSSEX NHS FOUNDATION TRUST)** <madison.souter@nhs.net>
Date: Fri, 10 Jan 2025 at 09:37
Subject: MX300-I
To: enquiries@viamed.co.uk <enquiries@viamed.co.uk>

Good Morning,

We currently have a faulty Viamed MX300-I, s/n:313691. Is this something you would be able to repair?

Kind Regards

Madison Souter**Clinical Engineering Apprentice**Website: www.uhsussex.nhs.ukEmail: madison.souter@nhs.net

Tel: 01903 205111 Ext: 85475 / 85268

Worthing Hospital, Lyndhurst Road, Worthing, BN11 2DH

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Sophie Lines <sophie.lines@viamed.co.uk>
Draft To: madison.souter@nhs.net
Bcc: Main Account <viamedinbox@gmail.com>

Fri, Jan 10, 2025 at 12:40 PM

Dear Madison,

Thank you for your email. I am sorry to hear you have a faulty Microstim DB3 unit. I can confirm we are able to repair these and the cost for a Microstim DB3 repair is currently fixed at £60.00 plus £12.00 return carriage (plus VAT). (*however this is*

due to increase to £65.00 on 03/02/2025).

I have generated a return reference for you - **SRS68998**. Please can I ask that you use this reference on any paperwork and packaging and send your device to the following address:

SRS68998

Viamed Ltd

15 Station Road

Cross Hills

BD20 7DT

If you could also please include a certificate of decontamination status that would be great.

Once assessed, we can send you your official quotation for the repair, from which you can raise a Purchase Order.

If you require any further information please do not hesitate to contact me.

Kind regards

Sophie Lines

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.

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

Email sophie.lines@viamed.co.uk

Tel: +44 (0)1535 634542

Fax: +44 (0)1535 635582

Twitter: twitter.com/ViamedLtd

Facebook Page: Search for Viamed Ltd

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