



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

Re: Viamed V1000 repair

Woods, Richard (MK) Medical Physics <Richard.Woods@lanarkshire.scot.nhs.uk>

27 January 2025 at 11:44

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

Cc: "Firstbrook, Stephen - Specialist Technician, Medical Physics" <Stephen.Firstbrook@lanarkshire.scot.nhs.uk>

Hi Aqib,

Thanks for your very fast reply.

I must apologize. I meant to include the serial No of our V1000 Foetal Heart Simulator in my initial E-mail.

The serial No of our V1000 Foetal Heart Monitor is PR02894A14.

Once I receive the SRS number, I will get the unit sent on to you.

Kind Regards,

Richard Woods
Medical Physics
Monklands Hospital
NHS Lanarkshire
ML6 0JS

From: Aqib Majeed <viamed.aqib.majeed@gmail.com>**Sent:** 27 January 2025 11:35**To:** Woods, Richard (MK) Medical Physics <Richard.Woods@lanarkshire.scot.nhs.uk>**Subject:** Viamed V1000 repair

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Hello Richard

Good morning

The repair/ return procedure is simple, we usually send yourself a SRS number which needs to be stated on any packaging/paperwork you are sending back to us.

Once we receive the device, we will check and see if it needs repairing/ servicing and then we would send you a quote for the total cost.

If you are happy with the quote and would like to proceed we will then need a purchase order from you reflecting the same prices as the quote.

Please can you send me the Serial number of the v1000 device you wish to return so I can send you a (SRS) returns number.

Kind regards

Aqib Majeed
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Company registered in England, No. 01291765.

Please note: Viamed is 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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