



Main Account <viamedinbox@gmail.com>

RE: [External]Re: Repair of Oxygen Monitors

1 message

Mark Phipps <mark.phipps@smit.eu>

24 February 2025 at 11:13

To: Kate Griffiths <kate.griffiths@viamed.co.uk>

Hi Kate,

We have 3 units as follows:

1. 287917
2. 331755
3. 247391

Regards

Mark Phipps, Service Manager***Mobile Medical Field Service***

+44 (0) 1276 64490

17 Nelson Way, Camberley GU15 3DH, United Kingdom

smit.eu

A Marmon | Berkshire Hathaway Company

From: Kate Griffiths <kate.griffiths@viamed.co.uk>**Sent:** 24 February 2025 10:26**To:** Mark Phipps <mark.phipps@smit.eu>**Subject:** [External]Re: Repair of Oxygen Monitors

ATTENTION: This is an EXTERNAL email. Only open attachments and links after verifying the content is safe.

Good morning Mark,

Thank you for your email.

Yes, we do offer a repair service for the MX-300 (though the item itself has been discontinued). The price is £63, plus £12 return carriage plus VAT as a standard cost, *this would not include any replacement parts*.

If you would like to proceed, we would need the serial number of the device. I can then issue a returns reference number. After the device has been looked at, we can then issue an official quotation. We would only proceed with the repair upon receipt of a PO/email that you agree the cost.

We also offer spare parts for this item - the price list attached **shows end user pricing**, your price as a distributor would be slightly less. Please accept my apologies that I do not have a distributor price list for you, but I can of course let you know any prices if you are interested in any of the items.

Many thanks.

Kind regards

Kate Griffiths

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

Email kate.griffiths@viamed.co.uk

Tel: +44 (0)1535 634542

Fax: +44 (0)1535 635582

Twitter: 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.

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On Mon, 24 Feb 2025 at 10:10, Main Account <viamedinbox@gmail.com> wrote:

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

From: **Mark Phipps** <mark.phipps@smit.eu>

Date: Mon, 24 Feb 2025 at 10:01

Subject: Repair of Oxygen Monitors

To: sales@viamed.co.uk <sales@viamed.co.uk>

Good Morning,

Can you advise if you offer a repair service for Teledyne MX300 units ?

Regards

Mark Phipps, Service Manager

Mobile Medical Field Service

+44 (0) 1276 64490

17 Nelson Way, Camberley GU15 3DH, United Kingdom

smit.eu



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