



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

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**RE: Service Request for V1000 Foetal Heartbeat Simulator**

1 message

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**Jose, Jeenu** <Jeenu.Jose@dchft.nhs.uk>  
To: Kate Griffiths <kate.griffiths@viamed.co.uk>

28 February 2025 at 10:48

Hello Kate ,  
Yes I found out the serial number - PRO65A18  
  
Many Thanks

*Jeenu Maria Jose*

**Clinical Engineering Support Worker  
Clinical Engineering Department**

**Dorset County Hospital NHS Foundation Trust**

*Jeenu.Jose@dchft.nhs.uk*

*www.dchft.nhs.uk*

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**From:** Kate Griffiths <kate.griffiths@viamed.co.uk>  
**Sent:** 28 February 2025 10:30  
**To:** Jose, Jeenu <Jeenu.Jose@dchft.nhs.uk>; Moonjely, Joy <Joy.Moonjely@dchft.nhs.uk>  
**Subject:** Re: Service Request for V1000 Foetal Heartbeat Simulator

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Good morning,

Thank you for your email.

Is there a different serial number you can see please? **It may start with PR0 (zero) and be located on the battery door.**

The V1000 functional check service includes a certificate of calibration and costs £65, plus £12 return carriage, plus VAT.

I have created a returns reference number for you, it is **SRS69052**. Please could this reference be included on the paperwork you include with the device?

We also request that the device be returned with a certificate of decontamination status and with batteries removed.

The address is as follows:

Viamed Ltd  
Repairs Team SRS69052  
15 Station Road  
Cross Hills  
Keighley  
West Yorkshire  
BD20 7DT

We also advise that it is sent to us using a trackable delivery service.

**We do not require a PO until after we have sent you an official quotation** after the service team have looked at your device. The service team would not proceed until the quotation has been sent to you and accepted by your team.

Many thanks.

Kind regards

Kate Griffiths

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

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

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

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On Fri, 28 Feb 2025 at 10:06, Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> wrote:

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

From: **Jose, Jeenu** <[Jeenu.Jose@dchft.nhs.uk](mailto:Jeenu.Jose@dchft.nhs.uk)>  
Date: Fri, 28 Feb 2025 at 10:04  
Subject: Service Request for V1000 Foetal Heartbeat Simulator  
To: [orders@viamed.co.uk](mailto:orders@viamed.co.uk) <[orders@viamed.co.uk](mailto:orders@viamed.co.uk)>  
Cc: Moonjely, Joy <[Joy.Moonjely@dchft.nhs.uk](mailto:Joy.Moonjely@dchft.nhs.uk)>

Dear Team,

I hope this message finds you well.

We would like to request a service for our product, the Foetal Heartbeat Simulator, with the following details:

- **Model Number:** V1000
- **Serial Number:** ID126365

Kindly assist us with the necessary service arrangements.

Thank you in advance for your support.

Best regards,

***Jeenu Maria Jose***

***Clinical Engineering Support Worker  
Clinical Engineering Department***

***Dorset County Hospital NHS Foundation Trust***

[Jeenu.Jose@dchft.nhs.uk](mailto:Jeenu.Jose@dchft.nhs.uk)

[www.dchft.nhs.uk](http://www.dchft.nhs.uk)