



Kate Griffiths <viamed.kate.griffiths@gmail.com>

RE: [External]Re: Repair of Oxygen Monitors

1 message

Mark Phipps <mark.phipps@smit.eu>
To: Kate Griffiths <kate.griffiths@viamed.co.uk>

6 March 2025 at 10:30

Good Morning Kate,

That is good news these are repairable.
Please use the same PO MP10606 for this work.

Regards

Mark Phipps, Service Manager

Mobile Medical Field Service

+44 (0) 1276 64490

17 Nelson Way, Camberley GU15 3DH, United Kingdom

smit.eu



From: Kate Griffiths <kate.griffiths@viamed.co.uk>
Sent: 06 March 2025 10:16
To: Mark Phipps <mark.phipps@smit.eu>
Subject: Re: [External]Re: Repair of Oxygen Monitors

Good morning Mark,

Please see attached quotation relating to the repair of your MX300s.

If you are happy with it, please let me know and I will ask the repairs team to proceed.

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.

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On Mon, 24 Feb 2025 at 11:44, Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

No problem, thank you Mark.

Kind regards

Kate Griffiths

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

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On Mon, 24 Feb 2025 at 11:40, Mark Phipps <mark.phipps@smit.eu> wrote:

Hi Kate,

Please find attached PO MP10606 for these 3 units.

I will get these boxed up & sent.

Unfortunately, these units were in a box on a van with no description of faults.

Regards

Mark Phipps, Service Manager

Mobile Medical Field Service

+44 (0) 1276 64490

[17 Nelson Way, Camberley GU15 3DH, United Kingdom](#)

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From: Kate Griffiths <kate.griffiths@viamed.co.uk>
Sent: 24 February 2025 11:26
To: Mark Phipps <mark.phipps@smit.eu>
Subject: Re: [External]Re: Repair of Oxygen Monitors

Thank you Mark,

The returns reference number you need is **SRS69044**. Please could this reference be quoted on any paperwork you include?

Are you able to let me know the nature of the faults so I can log this before we received the devices?

Please could the devices be sent in to use (without batteries if applicable) to:

Viamed Ltd
Repairs Team SRS69044
15 Station Road
Cross Hills
Keighley
West Yorkshire
BD20 7DT

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

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

Many thanks.

Kind regards

Kate Griffiths

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

Email kate.griffiths@viamed.co.uk

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On Mon, 24 Feb 2025 at 11:14, Mark Phipps <mark.phipps@smit.eu> wrote:

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



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

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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

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