



Sophie Lines &lt;viamed.sophie.lines@gmail.com&gt;

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**RE: V1000 Foetal Heart Simulator rate selection**

1 message

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**Paul Bryant** <paul@chivaune.com.au>  
To: Steve Nixon <steve.nixon@viamed.co.uk>  
Cc: Sophie Lines <sophie.lines@viamed.co.uk>

Tue, Sep 30, 2025 at 7:05 AM

Hi Steve,

The customer wants to keep the product so could you return it to us please.

Kind Regards,

Paul Bryant

Managing Director



Level 3, Suite 7

182 Bay Terrace

Wynnum, QLD 4178, Australia

Ph: + 61 (0) 7 3157 8684

M: + 61 (0) 412 112 514

E: [paul@chivaune.com.au](mailto:paul@chivaune.com.au)

W: [www.chivaunetechnologies.com.au](http://www.chivaunetechnologies.com.au)

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**From:** Steve Nixon <[steve.nixon@viamed.co.uk](mailto:steve.nixon@viamed.co.uk)>  
**Sent:** Thursday, 25 September 2025 20:24  
**To:** Paul Bryant <[paul@chivaune.com.au](mailto:paul@chivaune.com.au)>  
**Cc:** Sophie Lines <[sophie.lines@viamed.co.uk](mailto:sophie.lines@viamed.co.uk)>  
**Subject:** Re: V1000 Foetal Heart Simulator rate selection

Dear Paul

Thank you for your understanding and assistance in this matter.

Regards

Steve

On Thu, 25 Sept 2025 at 06:10, Paul Bryant <[paul@chivaune.com.au](mailto:paul@chivaune.com.au)> wrote:

Hi Steve,

Just to confirm,

We have 3 units with the same issue:

Two already delivered to customers - your ref: MVM157955

Serial # PR03782A14 (still with customer, awaiting replacement under warranty)

PR03812A10 (sent to you)

One that I tested before shipping - your ref: DVM158580 and is here in our office:

PR03812A12

Once I know what the customers are going to do then I will let you know if we are keeping the remaining 2 or returning them for a refund.

Kind Regards,

Paul Bryant

Managing Director



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**From:** Paul Bryant  
**Sent:** Thursday, 25 September 2025 14:38  
**To:** 'Steve Nixon' <[steve.nixon@viamed.co.uk](mailto:steve.nixon@viamed.co.uk)>  
**Cc:** Sophie Lines <[sophie.lines@viamed.co.uk](mailto:sophie.lines@viamed.co.uk)>  
**Subject:** RE: V1000 Foetal Heart Simulator rate selection

Thanks Steve,

I will confirm with the customers to see if they want a refund or are happy to accept the units.

Kind Regards,

Paul Bryant

Managing Director



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**From:** Steve Nixon <[steve.nixon@viamed.co.uk](mailto:steve.nixon@viamed.co.uk)>  
**Sent:** Thursday, 25 September 2025 0:33  
**To:** Paul Bryant <[paul@chivaune.com.au](mailto:paul@chivaune.com.au)>

**Cc:** Sophie Lines <[sophie.lines@viamed.co.uk](mailto:sophie.lines@viamed.co.uk)>  
**Subject:** V1000 Foetal Heart Simulator rate selection

SRS69222

SRN38166

Part number: 1410000

Serial number: PR03812A10

Dear Paul

The following is with reference to the V1000 Foetal Heart simulator that you returned for evaluation concerning a reported issue with the rate selection.

We can replicate the problem by quickly pressing the rate selector, with the resultant 'switch bounce' triggering the selection. We accept that this could be annoying, but the effect is significantly reduced if the selection is made slowly.

We are considering implementing a software or hardware solution to resolve the switch bounce when quick selection is made. However, at this moment in time I cannot provide a timescale for this.

I apologise for any inconvenience concerned and if you are not happy with the product, we will of course offer a refund.

Kind regards

--

Steve

Steve Nixon

Director - Viamed Ltd.

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Mobile: +44 (0)7850 252267

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Steve

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