



Aqib Majeed <viamed.aqib.majeed2@gmail.com>

Fwd: VIAMED - MICROSTIN D83

George Pastellas <georgepastellas.gr@gmail.com>
To: Aqib Majeed <aqib.majeed@viamed.co.uk>

Tue, Oct 14, 2025 at 11:28 AM

dear Aqib,

thank you for your message.
we confirm.

please, provide me with the estimated delivery time,

thank you in advance,

with kind regards,

George Pastellas

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Thank you.

Στις Τρί 14 Οκτ 2025 στις 1:15 μ.μ., ο/η Aqib Majeed <aqib.majeed@viamed.co.uk> έγραψε:
Hello George

Good morning

Please advise on how I can assist?

If it is regards to your order, BIOVIAMED_14_10_2025. You stated the price of \$16.56 on there whereas it should be \$18.72 and there are no prices stated on line 2 or 3.

A		B		C		D		E		F		
COMPANY: VIAMED												
							BIO_VIAMED_14_10_2025					
PRODUCT DESCRIPTION												
Item code No		description			PRICE (USD)		QTY		DISCOUNT		Value	
2520000		Microstim DB3 - Patient Lead			16.56		10				165.60	
R125P97		Oxygen sensor MAX-250MS					7				0.00	
												

Please advise if you agree to the prices I sent in the order confirmation attached so I can proceed.

Kind Regards
Aqib Majeed
Office Administrator
Viamed Ltd.

<http://www.viamed.co.uk>
Email: aqib.majeed@viamed.co.uk
Tel: 44 (0)1535 634 542
Fax: 44 (0)1535 635 582

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On Tue, Oct 14, 2025 at 11:09 AM George Pastellas <georgepastellas.gr@gmail.com> wrote:

dear Aqib,

i hope you are well.

I have received the following pricing from Ryan,

Στις Τρί 9 Σεπ 2025 στις 11:31 π.μ., ο/η Ryan Swaine <ryan.swaine@viamed.co.uk> έγραψε:

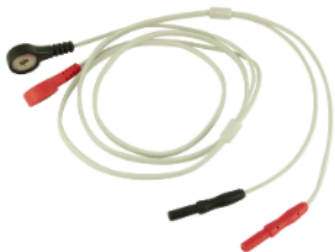
Hi George

I am very well, thank you. I hope you are too.

We used to supply Delta Medical with the Microstim DB3, but we ceased manufacturing them a number of years ago. Since then, Delta has purchased a number of patient cables, but not for a few years.

We would be happy to supply you in order to support the end users still using the devices.

2520000 Microstim DB3 - Patient Lead = USD \$18.72 EXW



Aqib, i look forward to receiving your reply,

with kind regards,

George Pastellas

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Thank you.

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

Από: **Ryan Swaine** <ryan.swaine@viamed.co.uk>

Date: Τρί 9 Σεπ 2025 στις 2:14 μ.μ.

Subject: Re: VIAMED - MICROSTIN D83

To: George Pastellas <georgepastellas.gr@gmail.com>

Hi George

Unfortunately there is no leaflet for the cables, as they are considered spare parts.

The cables are available from stock, so we can dispatch an order very quickly.

We are obligated to support the product with spares until June 2026, but I expect we will have parts available beyond that date.

Best regards

Ryan

Ryan Swaine

International Sales Manager

VIAMED

www.viamed.co.uk

Email: ryan.swaine@viamed.co.uk

Office: +44 (0) 1535 634542

Mobile: +44 (0) 7803 907117

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On Tue, 9 Sept 2025 at 12:00, George Pastellas <georgepastellas.gr@gmail.com> wrote:

dear Ryan,

i well received your email.

Please, provide me the brochure for cables for neurostimulator model **MICROSTIN D83** .

It is a prerequisite from the customer.

in addition, please, provide me an estimated delivery time for 14 pieces.

we need to inform the customer in advance.

Furthermore, If the customer asks us for service, can we provide them until June 2026 , right ?

i look forward to receiving your reply,

with kind regards,

George Pastellas

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Thank you.

Στις Τρί 9 Σεπ 2025 στις 1:42 μ.μ., ο/η Ryan Swaine <ryan.swaine@viamed.co.uk> έγραψε:

Hi George

I am sorry for the misunderstanding, the device is no longer available. We only supply the spare parts for them.

Best regards
Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

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On Tue, 9 Sept 2025 at 11:37, George Pastellas <georgepastellas.gr@gmail.com> wrote:

dear Ryan,

i hope you are well.

in case we order 1 device for a new customer, will you be able to supply us spare parts for 7 years from today ?

moreover, please , provide me the price of a the device with full accessories - ready to use.

i look forward to receiving your reply,

with kind regards,

George Pastellas

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Thank you.

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

Από: **Ryan Swaine** <ryan.swaine@viamed.co.uk>
Date: Τρί 9 Σεπ 2025 στις 12:32 μ.μ.
Subject: Re: VIAMED - MICROSTIN D83
To: George Pastellas <georgepastellas.gr@gmail.com>

Hi George

Please find attached the IFU and Technical Manual.

The cables are considered a spare part for a product that has not been supplied since June 2019. As the device had a stated life cycle of seven years, we are obliged to support it with spare parts until June 2026.

We are happy to extend support beyond this date where feasible; however, we would not be able to sign a formal declaration to that effect.

Best regards
Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

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On Tue, 9 Sept 2025 at 10:05, George Pastellas <georgepastellas.gr@gmail.com> wrote:

dear Ryan,

thank you for your message.

is it possible to provide me the brochure of the cable and the brochure for the device ?

Moreover, please provide me the user manual and service manual of the device.

For new tenders, the greek hospitals ask for 10 years spare parts of the device.

Ryan, is it possible to provide us this statement for the device ?

i look forward to receiving your reply,

thank you in advance,

with kind regards,

George Pastellas

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Thank you.

Στις Τρί 9 Σεπ 2025 στις 11:52 π.μ., ο/η Ryan Swaine <ryan.swaine@viamed.co.uk> έγραψε:
Hi George

No problem, I have not had any correspondence with Delta Medical for a couple of years.

Please find your authorisation letter attached.

Best regards
Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

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On Tue, 9 Sept 2025 at 09:36, George Pastellas <georgepastellas.gr@gmail.com> wrote:

dear Ryan,

thank you for your message.

the customer is asking for exclusivity of distribution document ?

Have you provided this document to this supplier in the past ?

can you provide us a document that you authorize us to distribute this cable in greek hospitals and private clinics?

if they already distribute this product, we will withdraw our offer.
we do not want to intervene in other's company's projects.

i look forward to receiving your reply,

thank you in advance,

with kind regards,

George Pastellas

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Thank you.

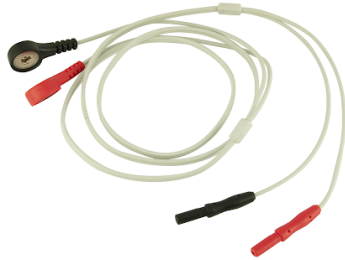
Στις Τρί 9 Σεπ 2025 στις 11:31 π.μ., ο/η Ryan Swaine <ryan.swaine@viamed.co.uk> έγραψε:
Hi George

I am very well, thank you. I hope you are too.

We used to supply Delta Medical with the Microstim DB3, but we ceased manufacturing them a number of years ago. Since then, Delta has purchased a number of patient cables, but not for a few years.

We would be happy to supply you in order to support the end users still using the devices.

2520000 Microstim DB3 - Patient Lead = USD \$18.72 EXW



Kind regards
Ryan

Ryan Swaine
International Sales Manager
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On Tue, 9 Sept 2025 at 08:26, George Pastellas <georgepastellas.gr@gmail.com> wrote:

dear Ryan,

i hope you are well.
there is a customer that asking for cables for neurostimulator model **MICROSTIN D83 : 14 pieces ?**
Has the other company that purchased from you in the past, had made a big stock in the past?

Is it possible to provide us directly these cables?

Do they have exclusivity regarding this product ?

i look forward to receiving your reply,

thank you in advance,

with kind regards,

George Pastellas

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Thank you.

Στις Τρί 25 Φεβ 2025 στις 1:09 μ.μ., ο/η Ryan Swaine <ryan.swaine@viamed.co.uk> έγραψε:

Hi George

We used to sell them via Delta Medical, but they have not purchased any for a few years, maybe they have stock, but I can't be sure. I am happy to quote you:

2520000 Microstim DB3 - Patient Lead = EUR €16.56 each EXW
Available from stock.

Best regards
Ryan

Ryan Swaine
International Sales Manager
VIAMED
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

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On Tue, 25 Feb 2025 at 09:50, George Pastellas <georgepastellas.gr@gmail.com> wrote:

dear Ryan,

I hope you are well.

There is a hospital which asks us for cables for neurostimulator model

- **MICROSTIN D83**

i would like to ask you if you have another distributor for this product,

thank you in advance,

with kind regards,

George Pastellas

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Thank you.

Στις Πέμ 31 Οκτ 2024 στις 12:48 μ.μ., ο/η Ryan Swaine <ryan.swaine@viamed.co.uk> έγραψε:
Hi George

I'm very well, thank you. I hope you are too.

I look forward to seeing you both there.

Best regards
Ryan

Ryan Swaine
Viamed & Vandagraph
+44 (0) 7803 907117

On Thu, 31 Oct 2024, 06:20 George Pastellas, <georgepastellas.gr@gmail.com> wrote:
Dear Ryan ,

I hope you are well.
Thank you for your message ,
Together with John , we will visit you in Medica

with kind regards,

George Pastellas

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(0030) 697 66 11 287

fax. (0030) 210 67 49 533

email: orders@bio-pro.gr / georgepastellas.gr@gmail.com

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Thank you.

Στις Δευ 28 Οκτ 2024 στις 1:27 μμ ο χρήστης Ryan Swaine - Viamed Ltd. <ryan.swaine@viamed.co.uk> έγραψε:

Come Visit Viamed at Medica 2024
Hall 15 Stand A02.1

Dear Sir or Madam,

I would like to take this opportunity to inform you that **Viamed** will again be exhibiting at Medica on the 11th - 14th November 2024.

Our stand will be situated within the UK Pavillion: **Hall 15 Stand A02.1.**

We would like to welcome you to visit us if you are planning to attend; it is

always a pleasure to meet with our existing and potential distribution partners.

Should you wish to make an appointment to visit us on the stand please let me know.

Thank you for your continued support and I hope to see you in Dusseldorf.

Best regards

Ryan Swaine
International Sales Manager
Viamed Ltd.
www.viamed.co.uk
Email: ryan.swaine@viamed.co.uk
Office: +44 (0) 1535 634542
Mobile: +44 (0) 7803 907117

www.medica-tradefair.com

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United Kingdom

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