



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

Re: MAXBlend High Flow (S/N: TE00000023) due for service

1 message

CARRICK, Michael (BARTS HEALTH NHS TRUST) <michael.carrick@nhs.net> 16 December 2025 at 09:48
To: Kate Griffiths <kate.griffiths@viamed.co.uk>

Good morning Kate,

Looking at our records which may not be accurate. The device was purchased in 2009 and was last serviced in 2019. I also don't think it has had a service overhaul.

Kind regards,

Barts Health NHS Trust

The Royal London Hospital

Clinical Engineering
2nd Floor, North Tower
Whitechapel Road
London
E1 1FR

Michael Carrick

Senior Clinical Technologist

📞 Tel: 0203 594 2240
✉️ Email: Michael.carrick@nhs.net
🌐 Web: <http://www.bartshealth.nhs.uk/>



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

Sent: 12 December 2025 11:10

To: CARRICK, Michael (BARTS HEALTH NHS TRUST) <michael.carrick@nhs.net>

Subject: Re: MAXBlend High Flow (S/N: TE00000023) due for service

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Good morning Michael,

We have received your device MaxBlend s/n TE00000023. Our service team have asked me to contact you.

They would like me to ask if you are able to tell us how old the blender is, when it was last serviced and if it is over three years old/or since its last service, has it had a service overhaul.

Many thanks.

Kind regards

Kate Griffiths
Office Administrator
Viamed Ltd.

<http://www.viamed.co.uk>
Email kate.griffiths@viamed.co.uk
Tel: +44 (0)1535 634542
Fax: +44 (0)1535 635582

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On Thu, 4 Dec 2025 at 15:23, Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Thank you for looking Michael.

The returns reference you need is SRS69308.

Please could I ask that this reference is mentioned on the paperwork you include with the device.

Please could I also ask for a certificate of decontamination to be included and that any batteries are removed if applicable.

The address to send the device to is as follows:

Viamed Ltd
Service Team SRS69308
15 Station Road
Cross Hills
Keighley
West Yorkshire
BD20 7DT

We recommend using a tracked service.

We will email you a quotation once the repairs team have assessed the device and we would not proceed until a purchase order is received.

Many thanks.

Kind regards

Kate Griffiths
Office Administrator
Viamed Ltd.

<http://www.viamed.co.uk>
Email kate.griffiths@viamed.co.uk
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On Thu, 4 Dec 2025 at 14:54, CARRICK, Michael (BARTS HEALTH NHS TRUST)
<michael.carrick@nhs.net> wrote:

Good afternoon Kate,

That is the serial number stated on the back of the unit. I don't see any other number that could
be a serial number on the device.

Thank you for your help.

Kind regards,

Barts Health NHS Trust
The Royal London Hospital
Clinical Engineering
2nd Floor, North Tower
Whitechapel Road
London
E1 1FR

Michael Carrick
Senior Clinical Technologist
Tel: 0203 594 2240
Email: Michael.carrick@nhs.net
Web: <http://www.bartshealth.nhs.uk/>



From: Kate Griffiths <kate.griffiths@viamed.co.uk>
Sent: 04 December 2025 14:30
To: CARRICK, Michael (BARTS HEALTH NHS TRUST) <michael.carrick@nhs.net>
Subject: Re: MAXBlend High Flow (S/N: TE00000023) due for service

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Good afternoon Michael,

Thank you for your email.

We would be happy to service your device. I am unable to locate the serial number TE00000023 on our system. Do you have another s/n? Or perhaps it wasn't purchased from us - which is not a problem.

I can then advise you further.

Many thanks.

Kind regards

Kate Griffiths
Office Administrator
Viamed Ltd.

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On Thu, 4 Dec 2025 at 14:08, Main Account <viamedinbox@gmail.com> wrote:

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

From: **CARRICK, Michael (BARTS HEALTH NHS TRUST)** <michael.carrick@nhs.net>

Date: Thu, 4 Dec 2025 at 14:07

Subject: MAXBlend High Flow (S/N: TE00000023) due for service

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

Good afternoon,

We have a MAXBlend High Flow (S/N: TE00000023) that is due for service. Is this something that we can send off to you to be inspected and serviced?

Kind regards,

Barts Health NHS Trust

The Royal London Hospital

Clinical Engineering

2nd Floor, North Tower

Whitechapel Road

London

E1 1FR

Michael Carrick

Senior Clinical Technologist

📞 Tel: 0203 594 2240

✉ Email: Michael.carrick@nhs.net

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