



Main Account <viamedinbox@gmail.com>

RE: TOF3D

1 message

HARPER, Lee (MID YORKSHIRE TEACHING NHS TRUST) <lee.harper@nhs.net>
To: Kate Griffiths <kate.griffiths@viamed.co.uk>

20 May 2026 at 14:15

Hi Kate.

Thank you for the reply and update.

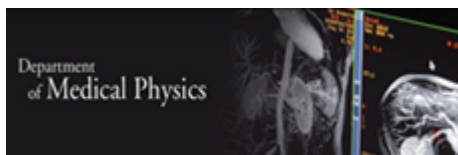
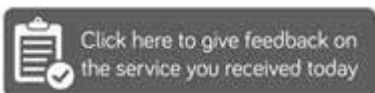
The serial number of the unit is: T3D202101022

Thanks.

Lee.



Lee Harper



Mid Yorkshire Teaching
NHS Trust

Medical Physics Department | Mid Yorkshire NHS Trust, Pinderfields Hospital,
Level A (Gate 7a), Aberford Road, Wakefield, West Yorkshire, WF1 4DG

' : 01924 541050 | ' : Ext 51050 | :: lee.harper@nhs.net

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From: Kate Griffiths <kate.griffiths@viamed.co.uk>
Sent: 20 May 2026 13:48
To: HARPER, Lee (MID YORKSHIRE TEACHING NHS TRUST) <lee.harper@nhs.net>
Subject: Re: TOF3D

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Good afternoon Lee,

Thank you for your email.

Steve Hardaker no longer works for Viamed, but emails sent to orders@viamed.co.uk can be accessed by the office team.

I have checked with our commercial director and he suggests that you send the device in for assessment.

If you are happy to do so, please could you let me know the serial number and I can then issue a returns reference number and give your more information.

Many thanks.

Kind regards

Kate Griffiths
Office Administrator
Viamed Ltd.

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

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On Wed, 20 May 2026 at 13:04, Main Account <viamedinbox@gmail.com> wrote:

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

From: **HARPER, Lee (MID YORKSHIRE TEACHING NHS TRUST)** <lee.harper@nhs.net>

Date: Wed, 20 May 2026 at 12:11

Subject: TOF3D

To: Steve Hardaker <steve.hardaker@viamed.co.uk>

Hi Steve.

Hope you are well.

Just a quick question regarding one of our TOF3D units. It powers on okay and gives the splash screen. It then has nothing else on screen but a circle in the top right corner. Any ideas on what it could be? Faulty main cable?

Thanks.