



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

RE: Price Request

2 messages

DENYER, Paul (SURREY AND SUSSEX HEALTHCARE NHS TRUST) <paul.denyer@nhs.net> 15 June 2026 at 11:28
To: Kate Griffiths <kate.griffiths@viamed.co.uk>

Hi Kate

Many thanks for your email, that is the control knob I meant, however I is well & truly fixed in place & I can hear what it controls turning inside the unit. So with that in mind if you can kindly issue a returns notice, that would be very much appreciated.

Regards

Paul Denyer

paul.denyer@nhs.net

or

sash.eme.helpdesk@nhs.net

EME Services Technician

Surrey and Sussex Healthcare NHS Trust

Crawley Hospital 01293 600300 extn 3171

East Surrey Hospital 01737 768 511 extn 6602

www.surreyandsussex.nhs.uk

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From: Kate Griffiths <kate.griffiths@viamed.co.uk>**Sent:** 15 June 2026 11:17**To:** DENYER, Paul (SURREY AND SUSSEX HEALTHCARE NHS TRUST) <paul.denyer@nhs.net>**Subject:** Re: Price Request

You don't often get email from kate.griffiths@viamed.co.uk. [Learn why this is important](#)

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Good morning Paul,

Thank you for your email.

Just in case we can avoid you having to send the device in, please could I ask if it is just the intensity control knob that has broken? If so, we sell those at £5.40 each, plus £8 carriage, plus VAT.

I am unsure if the part you mean is the one I mention, here is a photograph:



If you do needs to send the device back, I would need to issue you with a returns reference. We continue to support this device with repairs and spare parts. The alternative is the TOF3D - link below:

https://www.viamed.online/products/2510091-tof-3d-neuromuscular-transmission-monitor?_pos=10&_sid=b378900c2&_ss=r

I look forward to your reply.

Kind regards

Kate Griffiths
Office Administrator
Viamed Ltd.

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

Email kate.griffiths@viamed.co.uk

Tel: +44 (0)1535 634542

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On Mon, 15 Jun 2026 at 10:43, Main Account <viamedinbox@gmail.com> wrote:

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

From: **DENYER, Paul (SURREY AND SUSSEX HEALTHCARE NHS TRUST)** <paul.denyer@nhs.net>

Date: Mon, 15 Jun 2026 at 10:37

Subject: Price Request

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

Good morning

With regards to Nerve Stimulator model Microstim DB3 serial number H0002232, the signal strength variation control is broken. Do you still do fixed price repairs? If you do, can you please kindly advise the cost & included any return delivery charge. Also if you don't, as I am well aware that this unit is out of support, can you please provide details of the model that has replaced it, s I can make the users aware.

Many thanks.

Regards

Paul Denyer

paul.deny@nhs.net

or

sash.eme.helpdesk@nhs.net

EME Services Technician

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

15 June 2026 at 11:43

Draft To: "DENYER, Paul (SURREY AND SUSSEX HEALTHCARE NHS TRUST)" <paul.denyer@nhs.net>

Bcc: Main Account <viamedinbox@gmail.com>

Thank you for your reply Paul,

No problem. The returns reference you need is SRS69453.

The price of the fixed price repair is £70, plus parts, £12 return carriage and VAT. We would always issue a quotation before undertaking any work and not proceed until a PO was received.

Please could the device be returned with a certificate of decontamination status and no batteries.

The address is as follows:

Viamed Ltd

Service Team SRS69453

15 Station Road

Cross Hills

Keighley

BD20 7DT

United Kingdom

We will email a quotation when the repairs team have looked at your device and we would not proceed until you agree.

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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