



M GV <viamed.michael.green@gmail.com>

TOF 3D SRS69436

5 messages

michael.green@viamed.co.uk <viamed.michael.green@gmail.com>

11 June 2026 at 15:27

Reply-To: michael.green@viamed.co.uk

To: lee.harper@nhs.net

Cc: Cathy Green <cathy.green@viamed.co.uk>

Bcc: viamedinbox@gmail.com

Dear Mr Harper

I have just tested your TOF3D nerve stimulator (SN:T3D202101022). I have not been able to reproduce the described fault. Is the unit freezing or locking up? I can see some bleeding on the LCD and the battery door screw tab is damaged. These can be replaced, if needed.

--

Regards,

Michael Green

Technical Support

Viamed Ltd.

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[Sent via gmail]

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

12 June 2026 at 08:38

To: "michael.green@viamed.co.uk" <michael.green@viamed.co.uk>

Cc: Cathy Green <cathy.green@viamed.co.uk>

Hi Michael.

When I turned it on all I was getting was the splash screen, not option buttons. If you have checked it then I am happy.

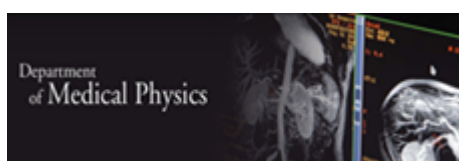
Please can you quote for repairing the two damages.

Thanks.

Lee.

#hello my name is...

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: michael.green@viamed.co.uk <viamed.michael.green@gmail.com>
Sent: 11 June 2026 15:28
To: HARPER, Lee (MID YORKSHIRE TEACHING NHS TRUST) <lee.harper@nhs.net>
Cc: Cathy Green <cathy.green@viamed.co.uk>
Subject: TOF 3D SRS69436

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Michael Green Viamed <michael.green@viamed.co.uk>

15 June 2026 at 16:57

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

Bcc: viamedinbox@gmail.com

Hi Lee

I've prepared a quote for you. The office will make it official soon. The bleeding on the LCD is unsightly, but isn't affecting the operation of the unit. The labor charge would be for fitting the LCD. If you were happy with the display as it is, then the battery door could just be purchased without the need for a labor charge. We could replace the display in the future if it deteriorated further.

[Quoted text hidden]

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

22 June 2026 at 09:15

To: Michael Green Viamed <michael.green@viamed.co.uk>

Hi Michael

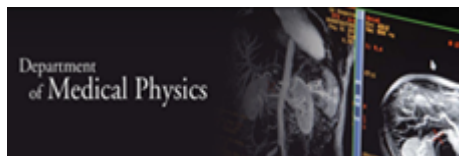
Thanks for the update.

I did not receive a quote through but don't worry. Please can you arrange for return of the unit as we stock battery covers.

Thanks.

Lee.

#hello my name is...

Lee Harper

Mid Yorkshire Teaching
NHS Trust

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Level A (Gate 7a), Aberford Road, Wakefield, West Yorkshire, WF1 4DG

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



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Michael Green Viamed <michael.green@viamed.co.uk>

To: Cathy Green <cathy.green@viamed.co.uk>

Bcc: viamedinbox@gmail.com

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24 June 2026 at 16:00