



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

RE: Faulty Device

1 message

Owen Daniels <Owen.Daniels@wwl.nhs.uk>
To: Kate Griffiths <kate.griffiths@viamed.co.uk>

6 July 2026 at 15:07

Sure please if that's okay 😊

Kind regards,

Owen Daniels

Medical Engineering Technician

Medical Electronics

Royal Albert Edward Infirmary

Wigan Lane, Wigan. WN1 2NN

Tel: 01942 82 2002

E: owen.daniels@wwl.nhs.uk

W: www.wwl.nhs.uk



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Leigh Teaching Hospitals**
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Team

From: Kate Griffiths <kate.griffiths@viamed.co.uk>
Sent: 06 July 2026 14:48
To: Owen Daniels <Owen.Daniels@wwl.nhs.uk>
Subject: Re: Faulty Device

Hi Owen,

The cost of the Tom Thumb service is £98 (plus total return carriage £12, plus VAT).

I do not know what the cost of the gauge repair would be, **but we always issue an official quotation before undertaking any work and we do not proceed until a PO is received.**

Would you like a returns reference for both the service and the gauge repair?

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 Mon, 6 Jul 2026 at 14:22, Owen Daniels <Owen.Daniels@wwl.nhs.uk> wrote:

No worries, how much extra is the service? Just thinking it may be more convenient to do the service also whilst the device is being taken apart.

Kind regards,

Owen Daniels

Medical Engineering Technician

Medical Electronics

Royal Albert Edward Infirmary

Wigan Lane, Wigan. WN1 2NN

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From: Kate Griffiths <kate.griffiths@viamed.co.uk>
Sent: 06 July 2026 14:13
To: Owen Daniels <Owen.Daniels@wwl.nhs.uk>
Cc: Kate Griffiths <kate.griffiths@vmsecure.me.uk>
Subject: Re: Faulty Device

Thank you Owen,

I need to issue a returns reference to you, but from our records, I can see that this device was last serviced by us in 2022.

Would you like me to add a service to the returns reference? No problem if not, I can see that your team does in-house servicing.

Kind regards

Kate Griffiths

Office Administrator

Viamed Ltd.

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

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On Mon, 6 Jul 2026 at 11:47, Owen Daniels <Owen.Daniels@wwl.nhs.uk> wrote:

Sure the serial number of the device is 0401459

Kind regards,

[Owen Daniels](#)

[Medical Engineering Technician](#)

[Medical Electronics](#)

Royal Albert Edward Infirmary
Wigan Lane, Wigan. WN1 2NN
Tel: 01942 82 2002
E: owen.daniels@wwl.nhs.uk
W: www.wwl.nhs.uk



From: Kate Griffiths <kate.griffiths@viamed.co.uk>
Sent: 06 July 2026 11:09
To: Owen Daniels <Owen.Daniels@wwl.nhs.uk>
Cc: Kate Griffiths <kate.griffiths@vmsecure.me.uk>
Subject: Re: Faulty Device

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

Good morning Owen,

Thank you for your email.

In order to assist you further, please could I ask for the serial number of the device?

Many thanks.

Kind regards

Kate Griffiths
Office Administrator
Viamed Ltd.

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

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On Mon, 6 Jul 2026 at 11:01, Main Account <viamedinbox@gmail.com> wrote:

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

From: **Owen Daniels** <Owen.Daniels@wwl.nhs.uk>

Date: Mon, 6 Jul 2026 at 10:54

Subject: Faulty Device

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

Hi,

We have a faulty device here in our workshop, it is a Tom Thumb TT480, there seems to be an issue with the dial on the pressure gage, it is constantly sticking at 50 cm H20, is it please possible we can have this device sent to you for repair?

Kind regards,

[Owen Daniels](#)

[Medical Engineering Technician](#)

[Medical Electronics](#)

Royal Albert Edward Infirmary

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