



Zoey Teal <viamed.zoey.teal@gmail.com>

Output Jack

11 messages

Zoey Teal <zoey.teal@viamed.co.uk>

Wed, Jul 11, 2018 at 3:09 PM

Reply-To: zoey.teal@viamed.co.uk

To: karl.faulkner@uhb.nhs.uk

Good afternoon Karl,

I have spoken to our technical sales manager and he has asked if we can have the serial number for the device?

This will determine whether we can supply the part you require.

--

If you have any further queries, please do not hesitate to contact me.

Kind regards

Zoey Teal

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

Email: zoey.teal@viamed.co.uk

Alternate email: zoey.teal@viamed.me.uk

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Karl Faulkner (Medical Engineering) <Karl.Faulkner@uhb.nhs.uk>

Wed, Jul 11, 2018 at 3:13 PM

To: "zoey.teal@viamed.co.uk" <zoey.teal@viamed.co.uk>

Hi Zoey,

The label is scratched slightly, but it looks like 238799.

Many Thanks

Karl Faulkner (Medical Engineering)
Specialist Medical Engineer - Medical Engineering

Internal: 8262

Email: Karl.Faulkner@uhb.nhs.uk

Web: <http://www.uhb.nhs.uk>

Medical - University Hospitals Birmingham NHS Foundation Trust



From: Main Account [<mailto:viamedinbox@gmail.com>] **On Behalf Of** Zoey Teal
Sent: 11 July 2018 15:09
To: Karl Faulkner (Medical Engineering)
Subject: Output Jack

[Quoted text hidden]

Zoey Teal <zoey.teal@viamed.co.uk>
Reply-To: zoey.teal@viamed.co.uk
To: "Karl Faulkner (Medical Engineering)" <Karl.Faulkner@uhb.nhs.uk>

Wed, Jul 11, 2018 at 3:40 PM

Hi Karl,

Nothing coming up with that number.

Do you know when it was purchased?

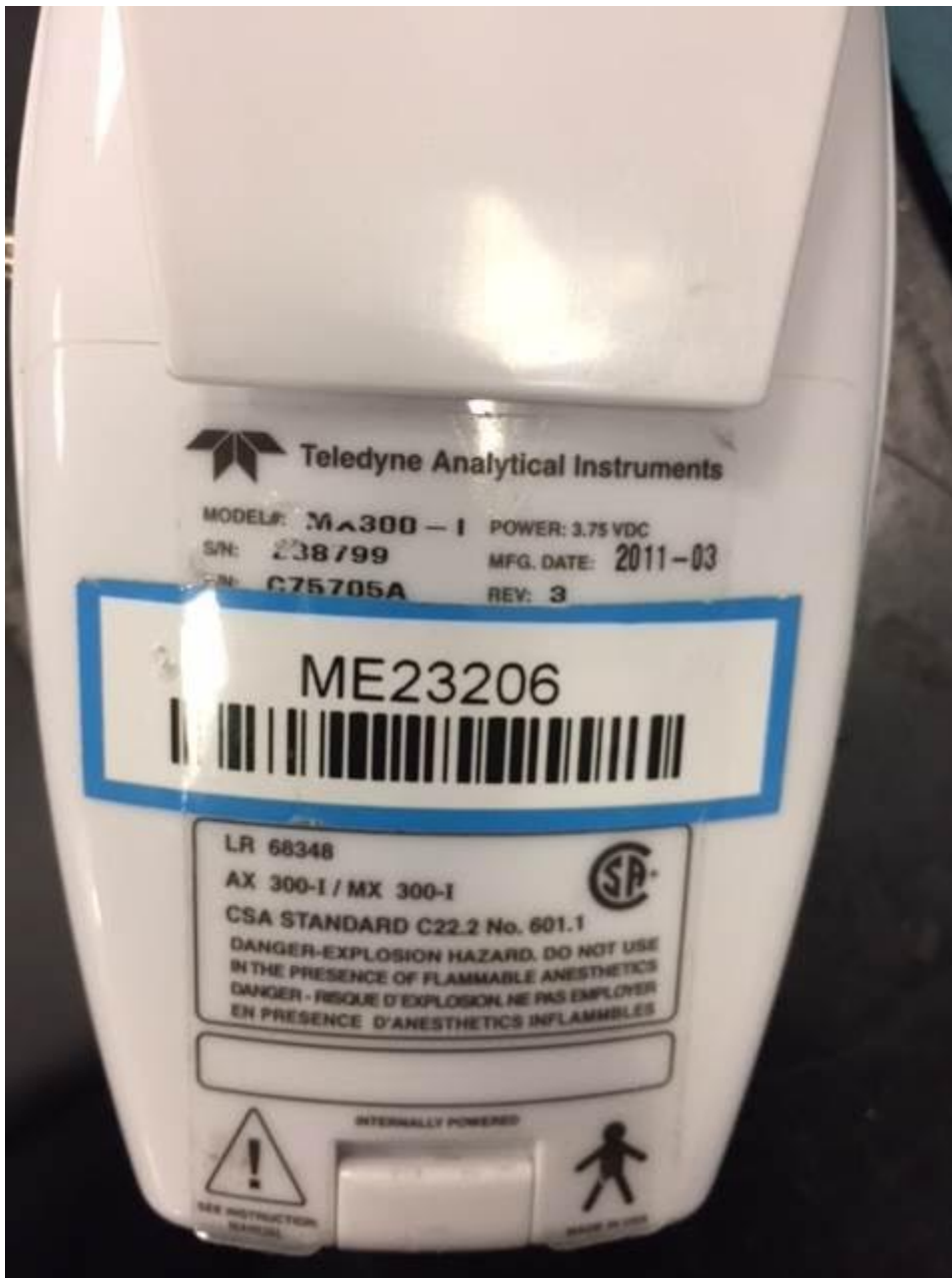
[Quoted text hidden]

Karl Faulkner (Medical Engineering) <Karl.Faulkner@uhb.nhs.uk>
To: "zoey.teal@viamed.co.uk" <zoey.teal@viamed.co.uk>

Thu, Jul 12, 2018 at 9:26 AM

Hi Zoey,

I'm not sure when it was purchased but you can see from the photo below it was manufactured in Mar 2011.



Many Thanks

Karl Faulkner (Medical Engineering)
Specialist Medical Engineer - Medical Engineering

Internal: 8262

Email: Karl.Faulkner@uhb.nhs.uk

Web: <http://www.uhb.nhs.uk>

Medical - University Hospitals Birmingham NHS Foundation Trust



From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Zoey Teal
Sent: 11 July 2018 15:40
To: Karl Faulkner (Medical Engineering)
Subject: Re: Output Jack

[Quoted text hidden]

Zoey Teal <zoey.teal@viamed.co.uk>
Reply-To: zoey.teal@viamed.co.uk
To: "Karl Faulkner (Medical Engineering)" <Karl.Faulkner@uhb.nhs.uk>

Fri, Jul 13, 2018 at 12:15 PM

Hi Karl,

Sorry I was out of the office yesterday.

As the unit which you have is an old version, it requires the case changing. I will attached the leaflet on how to do this for you. If you have any problems doing this, please give us a ring and I will put you through to the technical department.

The part you require is 0121217 which is £20.00. This is a special price which we are offering to help our customers upgrade.

[Quoted text hidden]

 **MX300 PCB replacement procedure.pdf**
189K

Karl Faulkner (Medical Engineering) <Karl.Faulkner@uhb.nhs.uk>
To: "zoey.teal@viamed.co.uk" <zoey.teal@viamed.co.uk>

Fri, Jul 13, 2018 at 12:49 PM

Hi Zoey,

The file attached is for changing the PCB for a new one, so do I need a new PCB and a new case?

Many Thanks

Karl Faulkner (Medical Engineering)
Specialist Medical Engineer - Medical Engineering

Internal: 8262

Email: Karl.Faulkner@uhb.nhs.uk

Web: <http://www.uhb.nhs.uk>

Medical - University Hospitals Birmingham NHS Foundation Trust



From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Zoey Teal
Sent: 13 July 2018 12:16

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[Quoted text hidden]

Zoey Teal <zoey.teal@viamed.co.uk>
Reply-To: zoey.teal@viamed.co.uk
To: "Karl Faulkner (Medical Engineering)" <Karl.Faulkner@uhb.nhs.uk>

Fri, Jul 13, 2018 at 2:32 PM

Hi Karl,

Sorry I should have explained this a little better.

Part number 0121217 is the one which you need to order for you to follow the instructions given in my previous email.

I have attached the instructions now so that you can see the work involved in upgrading the cases.

As an alternative, you can send the device in to us so we can give it an annual service and do the upgrade for you which will cost £45.00 plus £10.00 carriage.

Please let me know which you decide to do.

[Quoted text hidden]

Karl Faulkner (Medical Engineering) <Karl.Faulkner@uhb.nhs.uk>
To: "zoey.teal@viamed.co.uk" <zoey.teal@viamed.co.uk>

Mon, Jul 16, 2018 at 7:34 AM

Hi Zoey,

I may just send it in to be sorted out then, do I just send it back or do you collect the unit?

Many Thanks

Karl Faulkner (Medical Engineering)
Specialist Medical Engineer - Medical Engineering

Internal: 8262

Email: Karl.Faulkner@uhb.nhs.uk

Web: <http://www.uhb.nhs.uk>

Medical - University Hospitals Birmingham NHS Foundation Trust



From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Zoey Teal
Sent: 13 July 2018 14:32

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[Quoted text hidden]

Zoey Teal <zoey.teal@viamed.co.uk>
Reply-To: zoey.teal@viamed.co.uk
To: "Karl Faulkner (Medical Engineering)" <Karl.Faulkner@uhb.nhs.uk>

Mon, Jul 16, 2018 at 10:11 AM

Hi Karl,

Please may you send it in to us?

Our address is:
Viamed Limited
15 Station Road
Crosshills
Keighley
West Yorkshire
BD20 7DT.

Your returns reference number is SRS66638, please can you quote this inside the package so we can link it when it arrives to us.

Before you return this to us, please can you give me the full name and address of the Hospital which was this purchased from as we are still having trouble tracking this serial number and we need it before we can proceed.

[Quoted text hidden]

Karl Faulkner (Medical Engineering) <Karl.Faulkner@uhb.nhs.uk>
To: "zoey.teal@viamed.co.uk" <zoey.teal@viamed.co.uk>

Mon, Jul 16, 2018 at 10:16 AM

Hi Zoey,

The hospital and address is:

University Hospital Birmingham Foundation Trust
Queen Elizabeth Hospital
Birmingham
B15 2TH

Let me know when it is ok for me to return the unit.

Many Thanks

Karl Faulkner (Medical Engineering)
Specialist Medical Engineer - Medical Engineering

Internal: 8262

Email: Karl.Faulkner@uhb.nhs.uk

Web: <http://www.uhb.nhs.uk>

Medical - University Hospitals Birmingham NHS Foundation Trust



From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Zoey Teal
Sent: 16 July 2018 10:11

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[Quoted text hidden]

Zoey Teal <zoey.teal@viamed.co.uk>
Reply-To: zoey.teal@viamed.co.uk
To: "Karl Faulkner (Medical Engineering)" <Karl.Faulkner@uhb.nhs.uk>

Mon, Jul 16, 2018 at 10:24 AM

Hi Karl,

It has been linked to your account now so you can send it in when you are ready.

[Quoted text hidden]