



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

Re: Order

1 message

Tori Ducker <tori@oxygen.org.je>
To: kate.griffiths@viamed.co.uk
Cc: steve.hardaker@viamed.co.uk

Thu, Apr 16, 2020 at 11:08 AM

Hi,



That's correct. We don't have a VAT certificate, we are in the Channel Islands, so are VAT exempt.

Thank you,

Tori

Tori Ducker
Development and Operations Manager



 07700 888616
 oxygen.org.je



On 16 Apr 2020, 08:16 +0100, Kate Griffiths <office@viamed.co.uk>, wrote:

Good morning Tori,

Please could I just check with you that you require:

2 x R-17 MED 0110017 and 1 x 0120399 T adapter, pack of 5

I plan to amend your account to show **invoice and delivery address as:** Oxygen Therapy Centre, Philip James House, Oak Tree Gardens, Trinity Hill, St Helier, Jersey, JE2 4ZU. Is that correct please?

Looking back at your account, it seems we need to ask you for a VAT exemption certificate? My apologies if this is not the case.

I can then proceed with your order.

Many thanks.

Kind regards

Kate Griffiths

Please note: Viamed is now enacting a coronavirus contingency plan to allow sales and admin staff to work from home, and I am now working remotely. Telephone calls to the main office will not be answered, but emails will. Orders may take longer to process but we aim to continue to operate and serve our customers as best we can.

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On Wed, Apr 15, 2020 at 7:07 PM Tori Ducker <tori@oxygen.org.je> wrote:

Hi,

Thank you very much, I'll see if I can sort a cover for the adapter, never been told that before, so never knew to sort that.

Could I add those adapters to the order of sensors and go ahead with the order please?

Thank you,

Tori

<FDE754D845C04657B40A5D08E0C48F68.png>

On 14 Apr 2020, 18:08 +0100, Steve Hardaker <office@viamed.co.uk>, wrote:

Hi Tori,

Thank you for the image, which helps to visualize your set-up and makes things easier.

Each R-17MED sensor is supplied with a flow diverter, this is the white plastic piece that fits on to the end of the sensor and allows it to plug into the T-piece.

The blue T-piece has been discontinued as a single item due to no longer being CE marked as such, however, it is still available as a pack of 5:

- 0120399 - T adapter, pack of 5 @ £25.00+VAT

Demand for these is very high as they are used in medical ventilators and stock is being taken up for the government's ventilator challenge. We expect to have more arriving within 2 weeks.

Incidentally, you will get a more accurate reading if you can put a short section of tubing on the outlet of the T-adapter, as leaving the T-piece open to air allows air to wash back in and dilute the gas, causing falsely low readings. Unfortunately, however, we can no longer supply the connectors to connect to oxygen tubing as these are also no longer CE marked.

These connectors were 22mm I.D. > oxygen stem and 22mm O.D. > oxygen stem. We are looking to source an alternative but it looks from that image like you may have fabricated your own connection to the tubing?

I have cc'd my colleague Kate in on the email. If you need to add a pack of 5 T-adapters, please let Kate know, and if you have any further technical queries, please get back to me.

Regards,
Steve

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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Hi,

Are there any parts available still that would enable us to recreate the set up I have attached? We need to be able to get our O2 flow over the O2 sensor.

We should have an account under Jersey MS Therapy Centre (our old name), though the name and address have both changed. The new address is Oxygen Therapy Centre, Philip James House, Oak Tree Gardens, Trinity Hill, St Helier, Jersey, JE2 4ZU.

Can we definitely go ahead with an order for the sensors, and add anything else if they are available.

Thank you,

Tori

<10AC4BB535E34E10A598D8633D274D0F.png>

On 14 Apr 2020, 12:00 +0100, Kate Griffiths <office@viamed.co.uk>, wrote:

Good morning Tori,

Thank you for your email.

My reply is as follows:

2 x Perfusion Circuit 'T' Adapter Set - 0120110 **Unfortunately, this item is no longer available**
2 x Connector 15mm - 0120130 (needs to fit on the T adapter) **Unfortunately, this item is no longer available**

2 x R-17 MEDOxygen Sensor **This item is part number 0110017 and costs £38 each when purchasing two.**

I would need to advise you regarding carriage if you require a proforma invoice. I am sorry that we are only able to assist you with the sensors.

I would need to set up a new account for you in order to send you a proforma invoice. To do this, I would need your invoice and delivery addresses.

Please do not hesitate to contact me if you require any further information.

Kind regards

Kate Griffiths

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On Tue, Apr 14, 2020 at 10:32 AM Main Account <office@viamed.co.uk> wrote:

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

From: **Tori Ducker** <tori@oxygen.org.je>

Date: Tue, 14 Apr 2020 at 10:12

Subject: Order

To: <info@viamed.co.uk>

Good Morning,

Would it be possible to get the following parts for our Teledyne MX300 Oxygen Monitors please?

2 x Perfusion Circuit 'T' Adapter Set - 0120110

2 x Connector 15mm - 0120130 (needs to fit on the T adapter)

2 x R-17 MED Oxygen Sensor

Kind regards,

Tori

<390C4AE555C04F6A980FF8C4729AAB47.png>