



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

RE: Ceratherm 600-3 radiant warmer

1 message

Smith Paul (Medical Engineering) <Paul.Smith2@jpaget.nhs.uk>
To: "steve.hardaker@viamed.co.uk" <steve.hardaker@viamed.co.uk>
Cc: "kate.griffiths@viamed.co.uk" <kate.griffiths@viamed.co.uk>

Tue, Jun 16, 2020 at 7:29 AM

Hi Steve,

Please forward me a quote for 3 so I can get these ordered ASAP.

Thanks Paul.

Paul Smith
Medical Engineering Manager
James Paget Hospital
Great Yarmouth
Norfolk
NR31 6LA

Tel. 01493 453388 or via switchboard 01493 452452 bleep 1610

Email paul.smith2@jpaget.nhs.uk

WORKING HOURS 7AM - 3PM MON - FRI

From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Steve Hardaker
Sent: 15 June 2020 15:40
To: Smith Paul (Medical Engineering)
Cc: kate.griffiths@viamed.co.uk
Subject: Ceratherm 600-3 radiant warmer

Hi Paul,

I am responding on behalf of my colleague, Kate, who is on leave today. I am pleased to be able to advise that we will be able to deliver the 3-off Ceratherm 600-3 mobile radiant warmers by the end of July. We expect the delivery lead-time to be 2-3 weeks from placement of order.

Prior to raising a purchase order, please be advised that Viamed no longer operates with field sales representatives and, as such, we are unable to offer on-site product support, such as demonstrations and end-user training. I have attached Viamed's policy on end-user training for reference.

I appreciate that the Trust already operates these devices in wall-mounted form, so I would hope that this would not present a problem, but please can I ask you to ensure that all parties are in acceptance prior to purchasing these items? Thanks in advance.

Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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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