

Fwd: Oxygen monitors

3 messages

Main Account <office@viamed.co.uk>
To: Zoey Teal <zoey.teal@viamed.co.uk>

Thu, Sep 17, 2020 at 11:34 AM

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

From: **Parina Patel** <Parina.Patel@inhealthgroup.com>
Date: Thu, 17 Sep 2020 at 09:48
Subject: RE: Oxygen monitors
To: sales@viamed.co.uk <sales@viamed.co.uk>
Cc: steve.hardaker@viamed.co.uk <steve.hardaker@viamed.co.uk>

Hi All

Can we go with the alternative please AX300, can you process the current order with these. we have ordered 2 however im going to send another order today for another 2 so can this also be processed and sent this week.

We need it no later than Monday – is this possible?

Parina Patel

Direct Category Manager

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E: Parina.Patel@inhealthgroup.com | W: <http://www.inhealthgroup.com>



From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 10 September 2020 19:18
To: Parina Patel <Parina.Patel@inhealthgroup.com>
Subject: Re: Oxygen monitors

Hi Parina,

The device that you have ordered is the **MX300** (p/n 0111235), which is already in use within your hospital group. This device has user-adjustable high and low alarms.

Unfortunately, the coronavirus pandemic has caused an acute shortage of oxygen monitors with alarms, as these are used with basic ventilator and CPAP devices and have been in unprecedented demand since March.

There is a lower spec version that doesn't have the user adjustable alarms, just a hypoxia alarm at 18%. This is the **AX300** at £310.00+VAT, we have over 80 available in stock. I have attached a leaflet that details both devices.

The final option is the **MaxO2ME**, which we discussed in an email on 20th May. These are also out of stock but we expect to have the backlog of orders cleared by the first week in October at which time they will become available. Please see attached leaflet for reference.

- 0111263 - MAXO2ME oxygen monitor @ £460.00+VAT

- Carriage (per shipment, UPS): £10.00+VAT

We have asked Teledyne whether it is possible to ship just 2-off MX300 units ASAP, in the event that they may have a small quantity available now. I, or one of my colleagues, will let you know as soon as we hear back, but if you want to take the AX300 now, please let us know and we can amend the order.

I will be working away from computer access for quite a few days over the next couple of weeks so could I ask you to direct your replies to sales@viamed.co.uk so that my colleagues can help you with this, and CC me in so that I can keep up with it, thanks.

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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On Wed, 9 Sep 2020 at 16:11, Parina Patel <Parina.Patel@inhealthgroup.com> wrote:

Hi Steve

Can you explain the difference between what we have purchased and what you have available for us to get straight away, I need to relay this back to the clinical team as they have asked the question.

Maybe send the spec for what we have ordered and what is available straight away?

Kind Regards,

Parina Patel

Direct Category Manager

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 09 September 2020 11:45
To: Parina Patel <Parina.Patel@inhealthgroup.com>
Subject: Re: Oxygen monitors

Hi Parina,

I apologise for the delay, I am currently awaiting advice from a Director who is dealing with the US based manufacturer, Teledyne, to determine the lead-time on these. There has been a huge backlog in manufacturing caused by increase in demand for oxygen monitors and sensors in response to COVID-19.

I am hoping to hear more in the next couple of days. If you are desperate for devices, the only devices that we can offer currently are ones without user-adjustable high & low alarms, please let me know if you want to explore those options.

Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Tue, 8 Sep 2020 at 10:13, Parina Patel <Parina.Patel@inhealthgroup.com> wrote:

Hi Steve

Can you let me know when the attached will be delivered please?

We need two more – what is the lead time?

Kind Regards,

Parina Patel

Direct Category Manager

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 10 August 2020 18:01
To: Parina Patel <Parina.Patel@inhealthgroup.com>
Subject: Re: Oxygen monitors

Hi Parina,

Again, due to COVID-19 demand, the MaxO2ME oxygen monitor is also out of stock and backed up with orders awaiting manufacture. The lead-time on these is estimated at 4-6 weeks.

We do have the AX300 in stock, which is similar to the MX300 but without the user adjustable alarms, although it does have a pre-set hypoxia alarm at 18%. This device is available as follows:

- 0111230 - AX300 Oxygen analyser @ £310.00+VAT
- Carriage: £10.00+VAT

I have attached some information on the AX300 for reference.

I apologise for the delays, which are industry-wide at the moment due to the coronavirus pandemic. If there is anything else that I can help with, please let me know.

Regards,

Steve

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Mon, 10 Aug 2020 at 17:26, Parina Patel <Parina.Patel@inhealthgroup.com> wrote:

Hi Steve

Do you have the other model in stock? We are unable to wait that long.

Parina Patel

Direct Category Manager

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 10 August 2020 16:46
To: Parina Patel <Parina.Patel@inhealthgroup.com>
Subject: Re: Oxygen monitors

Hi Parina,

The MX300 is available as follows:

- p/n 0111235 - MX300 oxygen monitor @ £440.00+VAT each
- Carriage: £10.00+VAT

As I'm sure you can appreciate, the demand for oxygen monitors has been enormous during the current pandemic and manufacturing estimates often change. At the moment, I only have an approximate lead-time of 8-10 weeks but will advise if I can narrow this down.

Regards,

Steve

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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On Mon, 10 Aug 2020 at 12:11, Parina Patel <Parina.Patel@inhealthgroup.com> wrote:

Hi Steve

Can you please confirm price for the MX300, I need to order three, what is the lead time?

Parina Patel

Direct Category Manager

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E: Parina.Patel@inhealthgroup.com | W: <http://www.inhealthgroup.com>



From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 13 July 2020 18:13
To: Parina Patel <Parina.Patel@inhealthgroup.com>
Subject: Oxygen monitors

Hi Parina,

The MX300 was discontinued in December, however, due to a surge in demand, the manufacturer, Teledyne has made the decision to reinstate the device, we are expecting it to be available again around September.

I can't offer any assurance that the price will remain the same, but as a guide, the current price is £440.00+VAT.

If you need an alternative with high and low alarms, the only other option available right now is the Maxtec MaxO2ME @ £460.00+VAT. Demand for these is high, but we do have 10 in stock as of now, but this can change daily. Unfortunately, discounts are not available.

I have attached our latest oxygen monitoring catalogue to illustrate these devices, if you have any questions, please let me know.

Regards,

Steve

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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Hi Steve

Thank you for coming back to me.

I think the best thing to do is get the unit to give you a call, things can be actioned quicker instead of me being the middle person 😊

I will give them your contact number as per your email if that ok.

Thank you

Parina Patel

Direct Category Manager



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Zoey Teal <zoey.teal@viamed.co.uk>
Reply-To: zoey.teal@viamed.co.uk
To: Parina.Patel@inhealthgroup.com
Cc: Steve Hardaker <steve.hardaker@viamed.co.uk>

Thu, Sep 17, 2020 at 12:04 PM

Good afternoon Parina,

Please accept my reply as Steve is working away from the office today.

Is this regarding purchase order IHLPO044078 as I am struggling to see the attachment?

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

Kind regards

Zoey Teal

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[Quoted text hidden]

Parina Patel <Parina.Patel@inhealthgroup.com>
To: "zoey.teal@viamed.co.uk" <zoey.teal@viamed.co.uk>
Cc: Steve Hardaker <steve.hardaker@viamed.co.uk>

Thu, Sep 17, 2020 at 1:30 PM

Apologises, so for the attached order we would like the alternative please

Parina Patel

Direct Category Manager

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To: "orders@viamed.co.uk" <orders@viamed.co.uk>
Cc:
Bcc:
Date: Mon, 24 Aug 2020 10:44:33 +0000
Subject: | PONumber: IHLPO044078

2 attachments

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