



Sarah Walton <viamed.sarah.walton@gmail.com>

RE: Microstim DB3, SN: H0000751

1 message

ARULARRAMUTHAN, Rubes (BARKING, HAVERING AND REDBRIDGE UNIVERSITY HOSPITALS NHS TRUST) <rubes.arularramuthan@nhs.net> 12 October 2020 at 08:10
To: "helen.lamb@viamed.co.uk" <helen.lamb@viamed.co.uk>, Sarah Walton <sarah.walton@viamed.co.uk>, Cathy Green <cathy.green@viamed.co.uk>

Thank you very much Helen,

We appreciate this. If the parts are found we will send these back straight away.

Delivery Address;

FAO: Rubes Arularramuthan

King George Hospital,

Clinical Engineering Department,

Old Laundry Building

Barley lane

Ilford, Essex

IG3 8YB

Thank you again.

Regards,

#hello my name is...

Rubes Arularramuthan | Clinical Engineer

King George Hospital

Clinical Engineering Department | Estates & Facilities

Barking, Havering and Redbridge University Hospitals NHS Trust

T: 01708 435000 | ext 5725

E: rubes.arularramuthan@nhs.net | W: www.bhrhospitals.nhs.uk



From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** helen lamb

Sent: 09 October 2020 17:34

To: Sarah Walton; ARULARRAMUTHAN, Rubes (BARKING, HAVERING AND REDBRIDGE UNIVERSITY HOSPITALS NHS TRUST); Cathy Green

Subject: Re: Microstim DB3, SN: H0000751

Dear Rubes

I am afraid none delivery needs to be claimed within 7 days and this is about 3 weeks. The fact that there is a signature at all is unusual as in these times there are very few people signing anything. But it looks like it's in the hospital somewhere.

Also when I have looked back at your paperwork I can see the delivery address you have put on the official Purchase order is not very detailed. May I advise you to add more details when sending orders in, the address used in shipping is the one you sent us and it didn't even have the department.

On this occasion and as a one off, we will replace the goods free of charge but you will need to send us the complete address so it does not get lost again and when the goods do turn up please return them.

Once we have the full address we will arrange to get these sent.

Kind regards

Helen Lamb
Accounts Director
Viamed Ltd

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

Email: helen.lamb@viamed.co.uk

Email: helen.lamb@viamed.me.uk

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On Fri, 9 Oct 2020 at 15:50, Sarah Walton <office@viamed.co.uk> wrote:

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

From: **ARULARRAMUTHAN, Rubes (BARKING, HAVERING AND REDBRIDGE UNIVERSITY HOSPITALS NHS TRUST)** <rubes.arularramuthan@nhs.net>

Date: Fri, 9 Oct 2020 at 15:47

Subject: RE: Microstim DB3, SN: H0000751

To: sarah.walton@viamed.co.uk <sarah.walton@viamed.co.uk>

Hello Sarah,

We have not received this parcel and I have been around to Stores and surrounding Departments.

I have checked the POD and there is no name and just a scribble.

Please let me know what we can do now.

We urgently require this.

Looking forward to hearing from you.

Regards,

#hello my name is...

Rubes Arularramuthan | Clinical Engineer

King George Hospital

Clinical Engineering Department | Estates & Facilities

Barking, Havering and Redbridge University Hospitals NHS Trust

T: 01708 435000 | ext 5725

E: rubes.arularramuthan@nhs.net | W: www.bhrhospitals.nhs.uk

From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Sarah Walton
Sent: 09 October 2020 14:43
To: ARULARRAMUTHAN, Rubes (BARKING, HAVERING AND REDBRIDGE UNIVERSITY HOSPITALS NHS TRUST)
Subject: Re: Microstim DB3, SN: H0000751

Good afternoon,

I have checked on our system and your order was dispatched on the 23rd of September and delivered on the 24th via Royal Mail.

Please find attached a copy of the delivery note and Royal Mail proof of delivery for your reference.

Kind regards

Sarah Walton

Customer Service Representative

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.

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

Email sarah.walton@viamed.co.uk

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On Fri, 9 Oct 2020 at 14:23, ARULARRAMUTHAN, Rubes (BARKING, HAVERING AND REDBRIDGE UNIVERSITY HOSPITALS NHS TRUST) <rubes.arularramuthan@nhs.net> wrote:

Good Afternoon,

Can I get an update on the following PO: 162307433.

Regards,

#hello my name is...

Rubes Arularramuthan | Clinical Engineer

King George Hospital

Clinical Engineering Department | Estates & Facilities

Barking, Havering and Redbridge University Hospitals NHS Trust

T: 01708 435000 | ext 5725

E: rubes.arularramuthan@nhs.net | W: www.bhrhospitals.nhs.uk



From: Main Account [<mailto:viamedinbox@gmail.com>] **On Behalf Of** Sarah Walton

Sent: 17 September 2020 10:11

To: ARULARRAMUTHAN, Rubes (BARKING, HAVERING AND REDBRIDGE UNIVERSITY HOSPITALS NHS TRUST)

Cc: Steve Hardaker

Subject: Re: Microstim DB3, SN: H0000751

Hi Rubes,

Please accept my reply.

The postage charge is £6.00 for shipping up to 16 leads and then 17+ is £10.00.

Kind regards

Sarah Walton

Customer Service Representative

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From: **ARULARRAMUTHAN, Rubes (BARKING, HAVERING AND REDBRIDGE UNIVERSITY HOSPITALS NHS TRUST)** <rubes.arularramuthan@nhs.net>

Date: Thu, 17 Sep 2020 at 08:56

Subject: RE: Microstim DB3, SN: H0000751

To: steve.hardaker@viamed.co.uk <steve.hardaker@viamed.co.uk>

Thank you for getting back to me.

What is the postage for the patient leads?

#hello my name is...

Rubes Arularramuthan | Clinical Engineer

Clinical Engineering Department | Estates & Facilities

Barking, Havering and Redbridge University Hospitals NHS Trust

T: 01708 435000 | ext 5725

E: rubes.arularramuthan@nhs.net | W: www.bhrhospitals.nhs.uk



From: Main Account [<mailto:viamedinbox@gmail.com>] **On Behalf Of** Steve Hardaker

Sent: 16 September 2020 12:09

To: ARULARRAMUTHAN, Rubes (BARKING, HAVERING AND REDBRIDGE UNIVERSITY HOSPITALS NHS TRUST)

Subject: Re: Microstim DB3, SN: H0000751

Hi Rubes,

To test the Microstim DB3 nerve stimulator, we recommend the use of a Microstim DB3 tester as detailed in the attached Technical Manual, section 6.

For a planned preventative maintenance check, we would only recommend a basic function test; the Technical Manual offers advice on further troubleshooting and testing, but this is beyond the scope of a general PPM.

We can supply you with a tester if required, the details are as follows and I have attached a copy of the instructions for reference.

Part No: 2510005
Desc: Microstim DB3 tester
Price: £44.00+VAT
Carriage £6.00+VAT

The main cause of failure is damage to the patient leads. Like ECG leads, these need replacing periodically and are not prohibitively expensive at £16.00+VAT per set (p/n 2520000). We recommend keeping some spares to support the instruments in case of failure. The Microstim tester is a quick way of identifying whether the leads are faulty.

If after testing the leads, you have any devices that you suspect to be faulty, we can offer a fixed cost repair, the details are as follows:

- P/n: 2540010 - Microstim DB3 Fixed-Cost Repair @ £45.00+VAT per unit.
- Return carriage is £10.00+VAT per shipment (can be consolidated by returning multiple devices at once).

I hope this helps, if you have any queries, please feel free to ask.

Regards,

Steve

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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Good Afternoon,

Hope you are well.

Could you please advise on any annual testing procedure for the following unit.

Looking forward to hearing from you.

Regards,

#hello my name is...

Rubes Arularramuthan | Clinical Engineer

Clinical Engineering Department | Estates & Facilities

Barking, Havering and Redbridge University Hospitals NHS Trust

T: 01708 435000 | ext 5725

E: rubes.arularramuthann@nhs.net | W: www.bhrhospitals.nhs.uk



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12/10/2020

Gmail - RE: Microstim DB3, SN: H0000751

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