

Service Repair Sheet SRS67684

Contact Name

Company/ Hospital Name

Department

Position

Direct Phone

General Phone

Opera Account

Email

Order Number

Date Received

Booked in By

Main Company

Type Return

Date Promised to Return: 01 Jan 1970 -3600

David Blackwell

Darent Valley Hospital

EME Department

Electro Bio Medical Engineering Technician

01322 42 81 00

00001365

david.blackwell@dvh.nhs.uk

11/Jan/2021

Catherine Spence

Viamed

Warranty

Notes 29/Dec/2020 Sophie Lines

29/Dec/2020 Sophie Lines

29/Dec/2020 Sophie Lines

recently bought 2x MAX-250TM for use in the 980 ventilator - says both failed (email attached). I think he is referring to serial numbers FJ83699235, FJ83699240. Not sure if they want replacing or a refund.

11/Jan/2021 Catherine Spence

Received sensors in

Ready For quote

Repair Complete Signed

CGNEEN 21-1-2021

| SRN      | Equipment     | Stock Ref | Serial Number | Warranty |
|----------|---------------|-----------|---------------|----------|
| SRN33330 | Oxygen Sensor | 0110435   | FJ83699235    | Yes      |
| SRN33331 | Oxygen Sensor | 0110435   | FJ83699240    | Yes      |

0140013 x 2 @ £0.00.  
S/N's, SRS, SRN

0110435 x 2. @ £0.00  
NEW S/N, SRS, SRN

UPS x 1 £0.00

**BLACKWELL, David (DARTFORD AND GRAVESHAM NHS TRUST)**

---

**From:** Main Account <viamedinbox@gmail.com> on behalf of Sophie Lines  
<office@viamed.co.uk>  
**Sent:** 29 December 2020 14:18  
**To:** BLACKWELL, David (DARTFORD AND GRAVESHAM NHS TRUST)  
**Subject:** Re: Sensors

Dear David,

Thank you for your email. I am very sorry to hear about the failures of the MAX-250TM Oxygen sensors (part number 0110435).

Please can you return these to us so our repairs department can take a look? We can then either provide warranty replacements, or a refund if you prefer.

Please send using reference SRS67684 on any paperwork to:

Viamed Ltd  
15 Station Road  
Cross Hills  
Keighley  
BD20 7DT

If you require any further information please do not hesitate to contact us.

Kind regards

Sophie Lines

Please note: My working days are Monday, Tuesday and Friday 9.30am-3.00pm.

Please note: Viamed is now enacting a coronavirus contingency plan to allow office 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: sophie.lines@viamed.co.uk](mailto:sophie.lines@viamed.co.uk)  
Tel: +44 (0)1535 634542  
Fax: +44 (0)1535 635582  
Twitter: [twitter.com/ViamedLtd](https://twitter.com/ViamedLtd)  
Facebook Page: Search for Viamed Ltd

Company registered in England, No. 01291765.

**E-mail Disclaimer**

The information in this email is confidential and may be legally privileged.  
It is intended solely for the addressee. Access to this email by anyone else is unauthorized.  
If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful.  
If you feel you have received this email in error or would like to be removed from our mailing list, please reply with delete in the subject line or call +44 (0)1535 634542

GDPR / Privacy Policy available at [www.viamed.co.uk/policy](http://www.viamed.co.uk/policy)