



Sarah Walton &lt;viamed.sarah.walton@gmail.com&gt;

**Fwd: VM2160**

1 message

**Ryan Swaine** <office@viamed.co.uk>

2 March 2021 at 09:21

Reply-To: ryan.swaine@viamed.co.uk

To: Sophie Lines &lt;sophie.lines@viamed.co.uk&gt;, Sarah Walton &lt;sarah.walton@viamed.co.uk&gt;, Zoey Teal &lt;zoey.teal@viamed.co.uk&gt;, Kate Griffiths &lt;kate.griffiths@viamed.co.uk&gt;

Please can we provide Harish with an official quotation please.

Thank you

Ryan Swaine  
International Sales Manager  
VIAMED  
[www.viamed.co.uk](http://www.viamed.co.uk)  
Email: [ryan.swaine@viamed.co.uk](mailto:ryan.swaine@viamed.co.uk)  
Office: +44 (0) 1535 634542  
Mobile: +44 (0) 7803 907117

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

From: **Harish Mistry** <[hmistry@mpmct.com](mailto:hmistry@mpmct.com)>

Date: Tue, 2 Mar 2021 at 06:30

Subject: RE: VM2160

To: [ryan.swaine@viamed.co.uk](mailto:ryan.swaine@viamed.co.uk) <[ryan.swaine@viamed.co.uk](mailto:ryan.swaine@viamed.co.uk)>Cc: Rajasekhhar Reddy <[rajasekhhar@mpmct.com](mailto:rajasekhhar@mpmct.com)>, B. Muralidharan <[muralidharan@mpmct.com](mailto:muralidharan@mpmct.com)>

Hi Ryan,

Thanks for the quote, We will be able to repair at our service centre.

Please provide us quote with UPS charges.

VM-2160 TFT Upgrade Kit - part no. 0039030 = USD \$86 EXW qty 6nos.

Best Regards,

**Harish Mistry**

Engineering-Datex Ohmeda | Muscat Pharmacy & Stores LLC  
P.O. Box - 438 | Postal Code - 100 | Muscat | Sultanate of Oman  
**P:** +968 24814383 | **M:** +968 99378612 | **F:** +968 24816317  
**E:** [hmistry@mpmct.com](mailto:hmistry@mpmct.com) | **Web:** [www.muscatpharmacy.om](http://www.muscatpharmacy.om)



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**From:** Main Account [<mailto:viamedinbox@gmail.com>] **On Behalf Of** Ryan Swaine  
**Sent:** 01 March 2021 16:10  
**To:** Harish Mistry  
**Subject:** Re: VM2160

Hi Harish

I hope you are well.

The listed devices are between 7 & 11 years old:

0001026 - Supplied 21/07/2010

61100176 - Supplied 27/03/2013

70200255 & 70200250 - Supplied 09/09/2013

The devices have the older OLED style display. We can offer an upgrade kit which includes a newer colour TFT display, which is more robust. The TFT upgrade includes replacing the main PCB, so it will almost be a new device after the upgrade.

You will need to decide whether you return the devices to Viamed for installation or conduct the installation yourselves. Our recommendation is to return them to Viamed, but I understand that this carries additional transport costs:

VM-2160 TFT Upgrade Kit - part no. 0039030 = USD \$86 EXW

VM-2160 TFT Upgrade Kit Installed by Viamed - part no. 0039031 = USD \$119 EXW

Please let me know if you have any questions.

Best regards

Ryan

Ryan Swaine  
International Sales Manager  
VIAMED  
[www.viamed.co.uk](http://www.viamed.co.uk)  
Email: [ryan.swaine@viamed.co.uk](mailto:ryan.swaine@viamed.co.uk)  
Office: +44 (0) 1535 634542

Mobile: +44 (0) 7803 907117

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On Mon, 1 Mar 2021 at 11:52, Main Account <[office@viamed.co.uk](mailto:office@viamed.co.uk)> wrote:

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

From: **Harish Mistry** <[hmistry@mpmct.com](mailto:hmistry@mpmct.com)>  
Date: Mon, 1 Mar 2021 at 11:50  
Subject: VM2160  
To: Ryan Swaine <[office@viamed.co.uk](mailto:office@viamed.co.uk)>  
Cc: Rajasekhar Reddy <[rajasekhar@mpmct.com](mailto:rajasekhar@mpmct.com)>, Anish Mathew <[anishmathew@mpmct.com](mailto:anishmathew@mpmct.com)>

Hi Ryan

VM2160 P/N 0012160

Sr.no: 0001026/ 61100176/ 70200255/ 70200250

All 4nos unit are screen is blank,

Customers are not happy with this type of issue. Can you please advise.

Best Regards,

**Harish Mistry**

Engineering-Datex Ohmeda | Muscat Pharmacy & Stores LLC

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**E:** [hmistry@mpmct.com](mailto:hmistry@mpmct.com) | **Web:** [www.muscatpharmacy.om](http://www.muscatpharmacy.om)



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