



Main Account <viamedinbox@gmail.com>

Re: Microstim DB3 issue

1 message

Kate Griffiths <office@viamed.co.uk>
Reply-To: kate.griffiths@viamed.co.uk
To: Aghill.Ganeshalingam@hje.org.uk

6 October 2021 at 13:10

Good afternoon Aghill,

Thank you for your email. We can offer a repair of your DB3, serial number H0002935.

If you would like to send in the faulty DB3 for repair, the returns reference number you need is SRS67972.

The address to return it to is as follows:

Viamed Limited, Repairs Team SRS67972, 15 Station Road, Cross Hills, Keighley, West Yorkshire, BD20 7DT.

Please could you quote the reference number **SRS67972** on the parcel/on any paperwork so we can tie the item to your account?

When we receive the item, our repairs team will take a look and we will contact you again.

We always send a quotation before undertaking any work.

Many thanks.

Kind regards

Kate Griffiths

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 be answered remotely, but please continue to use email where possible.

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

Email kate.griffiths@viamed.co.uk

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Fax: +44 (0)1535 635582

Twitter: twitter.com/ViamedLtd

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On Wed, 6 Oct 2021 at 12:44, Main Account <office@viamed.co.uk> wrote:

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

From: **Aghill Ganeshalingam** <Aghill.Ganeshalingam@hje.org.uk>
Date: Wed, 6 Oct 2021 at 12:42
Subject: Microstim DB3 issue
To: enquiries@viamed.co.uk <enquiries@viamed.co.uk>
Cc: Amir Karami Sichani <Amir.Sichani@hje.org.uk>

Hello/Good Afternoon

Hope you are well.

I wanted to write to you relating to an issue with the Microstim DB3 (SN H0002935).

It does not seem to be operating normally, I have changed the battery and checked the cables but does not seem to be operating.

Could you please advise me on the best course of action in regards to this?

Look forward to hearing from you.

Kind regards

Aghill Ganeshalingam
Clinical Engineer EBME

T: 020 7806 4000 Ext 3861

W: www.hje.org.uk

60 Grove End Rd, St John's Wood, London NW8 9NH



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Aghill Ganeshalingam

T: 020 7078 3861

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60 Grove End Rd, St John's Wood, London NW8 9NH



SS. John and Elizabeth Charity, Registered Charity No: 235822



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