



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

RE: Request quotation VM-2500 power adapter Jamjoom Medical Industries.

1 message

Mugahed Mohammed Alsalmi <malsalami@jamjoom.md>

5 January 2022 at 08:29

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

Cc: Ryan Swaine <ryan.swaine@viamed.co.uk>, Moutaz Alnajjar <malnajjar@jamjoom.md>, BioMed-Support <biomedsupport@jamjoom.md>

Dear Sarah,

That will be good.

Please ship the items as per the quote Via your UPS.

Best Regards,

**Mugahed Mohammed Alsalmi****Biomedical Engineer**

Jeddah - Saudi Arabia

Tel: +966 12 220 3700 Ext: 4048

malsalami@jamjoom.md

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attachments may be legally privileged and confidential.

Think before you print!**From:** Main Account <viamedinbox@gmail.com> **On Behalf Of** Sarah Walton**Sent:** Wednesday, January 5, 2022 10:22 AM**To:** Mugahed Mohammed Alsalmi <malsalami@jamjoom.md>**Cc:** Ryan Swaine <ryan.swaine@viamed.co.uk>; Moutaz Alnajjar <malnajjar@jamjoom.md>; BioMed-Support <biomedsupport@jamjoom.md>**Subject:** Re: Request quotation VM-2500 power adapter Jamjoom Medical Industries.

Dear Mugahed,

If we ship today the estimated arrival date is the 12th of January.

Kind regards

Sarah Walton

Customer Service Representative

Please note: We are working remotely however telephone calls to the main office will still be answered.

Our office opening hours are Monday - Friday 8.30am - 5.30pm.

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

Email sarah.walton@viamed.co.uk

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On Wed, 5 Jan 2022 at 07:02, Mugahed Mohammed Alsalmi <malsalami@jamjoom.md> wrote:

Dear Sarah,

Can you inform me when it will be expected reaching time?

Regards,



Mugahed Mohammed Alsalmi

Biomedical Engineer

Jeddah - Saudi Arabia

Tel: +966 12 220 3700 Ext: 4048

malsalmi@jamjoom.md

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Think before you print!

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

Sent: Wednesday, January 5, 2022 10:00 AM

To: Mugahed Mohammed Alsalmi <malsalmi@jamjoom.md>

Cc: Ryan Swaine <ryan.swaine@viamed.co.uk>; Moutaz Alnajjar <malnajjar@jamjoom.md>; BioMed-Support <biomedsupport@jamjoom.md>

Subject: Re: Request quotation VM-2500 power adapter Jamjoom Medical Industries.

Dear Mugahed,

Please accept my reply.

Thank you for advising that QVM134570 has now been approved. Please can you just confirm that we are shipping via our UPS (as per the quote) before I proceed?

Kind regards

Sarah Walton

Customer Service Representative

Please note: We are working remotely however telephone calls to the main office will still be answered.

Our office opening hours are Monday - Friday 8.30am - 5.30pm.

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On Wed, 5 Jan 2022 at 06:04, Mugahed Mohammed Alsalmi <malsalami@jamjoom.md> wrote:

Dear Ryan,

Can you process to send items of Quotation QVM134570 as it approved.

And please inform us expected reaching date here in jamjoom to facilitate us to arrange.

Best Regards,



Mugahed Mohammed Alsalmi

Biomedical Engineer

Jeddah - Saudi Arabia

Tel: +966 12 220 3700 Ext: 4048

malsalmi@jamjoom.md

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

Sent: Tuesday, December 21, 2021 3:43 PM

To: Mugahed Mohammed Alsalmi <malsalmi@jamjoom.md>

Cc: Ryan Swaine <ryan.swaine@viamed.co.uk>

Subject: Re: Request quotation VM-2500 power adapter Jamjoom Medical Industries.

Good afternoon,

Further to your correspondence with Ryan, please find attached a quotation.

If you require any further information, please let me know.

Kind regards

Sarah Walton

Customer Service Representative

Please note: We are working remotely however telephone calls to the main office will still be answered.

Our office opening hours are Monday - Friday 8.30am - 5.30pm.

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

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

From: **Mugahed Mohammed Alsalmi** <malsalami@jamjoom.md>

Date: Tue, 21 Dec 2021, 08:58

Subject: Request quotation VM-2500 power adapter Jamjoom Medical Industries.

To: ryan.swaine@viamed.co.uk <ryan.swaine@viamed.co.uk>

Cc: Moutaz Alnajjar <malnajjar@jamjoom.md>, BioMed-Support <biomedsupport@jamjoom.md>

Dear ryan,

Regarding for sent parts price bellow

Case upgrade - part no. 4400070 = USD \$73.76

Power supply V.4 - part no. 4420598 = USD \$43.80

UK 3 Pin Adapter - part no. 4430607 = USD \$6.75

Please provide for us by verified quotation.

Best regards,

Mugahed Mohammed Alsalami

Biomedical Engineer

Jeddah - Saudi Arabia

Tel: +966 12 220 3700 Ext: 4048

malsalmi@jamjoom.md

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Think before you print!

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Ryan Swaine

Sent: Thursday, November 25, 2021 12:20 PM

To: Mugahed Mohammed Alsalami <malsalmi@jamjoom.md>

Cc: Moutaz Alnajjar <malnajjar@jamjoom.md>; BioMed-Support <biomedsupport@jamjoom.md>

Subject: Re: Invoice RVM132388-1 for Jamjoom Medical Industries.

Hi Mugahed

There is no need to change the software, but there would be some soldering required.

Best regards

Ryan

Ryan Swaine

International Sales Manager

VIAMED

www.viamed.co.uk

Email: ryan.swaine@viamed.co.uk

Office: +44 (0) 1535 634542

Mobile: +44 (0) 7803 907117

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On Thu, 25 Nov 2021 at 06:36, Mugahed Mohammed Alsalmi <malsalami@jamjoom.md> wrote:

Dear Ryan,

Thanks for your clarification,

For case upgrade, does it a part or software upgrading? And can we do it here in Saudi Arabia, Or we have to send device to you to upgrade it?

Best Regards,

Mugahed Mohammed Alsalmi

Biomedical Engineer

Jeddah - Saudi Arabia

Tel: +966 12 220 3700 Ext: 4048

malsalami@jamjoom.md

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attachments may be legally privileged and confidential.

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Ryan Swaine

Sent: Wednesday, November 24, 2021 1:02 PM

To: Mugahed Mohammed Alsalmi <malsalami@jamjoom.md>

Cc: Sarah Walton <sarah.walton@viamed.co.uk>; Areej <abawazeer@jamjoom.md>; Moutaz Alnajjar <malnajjar@jamjoom.md>; BioMed-Support <biomedsupport@jamjoom.md>; Walter Gorospe <wgorospe@jamjoom.md>; Islam Hamdy Zakaria Mehawed <imehawed@jamjoom.md>

Subject: Re: Invoice RVM132388-1 for Jamjoom Medical Industries.

Dear Mugahed

I am sorry to say that the power connector on the device is Rev.2 and we no longer supply a power supply for that connection. You will need to have a case upgrade before you can use the new Rev.4 power supply. I have listed the parts you will require below:

Case upgrade - part no. 4400070 = USD \$73.76

Power supply V.4 - part no. 4420598 = USD \$43.80

UK 3 Pin Adapter - part no. 4430607 = USD \$6.75

If you would prefer for Viamed to undertake the work, then there would be a labour charge of USD \$45

Please let me know if you have any questions.

Best regards

Ryan

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

Mobile: +44 (0) 7803 907117

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On Wed, 24 Nov 2021 at 06:27, Mugahed Mohammed Alsalmi <malsalmi@jamjoom.md> wrote:

Dear Ryan,

Please find attached file a picture of VM-2500 Details. Electric plug in hospital is UK 3 pin.

Best Regards,

Mugahed Mohammed Alsalmi

Biomedical Engineer

Jeddah - Saudi Arabia

Tel: +966 12 220 3700 Ext: 4048

malsalmi@jamjoom.md

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From: Mugahed Mohammed Alsalmi

Sent: Tuesday, November 23, 2021 8:54 AM

To: ryan.swaine@viamed.co.uk

Cc: Sarah Walton <sarah.walton@viamed.co.uk>; Areej <abawazeer@jamjoom.md>; Moutaz Alnajjar <malnajjar@jamjoom.md>; BioMed-Support <biomedsupport@jamjoom.md>; Walter Gorospe <wgorospe@jamjoom.md>; Islam Hamdy Zakaria Mehawed <imehawed@jamjoom.md>

Subject: RE: Invoice RVM132388-1 for Jamjoom Medical Industries.

Dear Ryan,

Thanks for supporting us,

For VM-2500 power adapter (charger) we will reply you soon when getting picture of part.

Best Regards,

Mugahed Mohammed Alsalmi

Biomedical Engineer

Jeddah - Saudi Arabia

Tel: +966 12 220 3700 Ext: 4048

malsalmi@jamjoom.md

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Ryan Swaine
Sent: 22 November 2021 17:20
To: Mugahed Mohammed Alsalmi <malsalami@jamjoom.md>
Cc: Sarah Walton <sarah.walton@viamed.co.uk>; Areej <abawazeer@jamjoom.md>; Moutaz Alnajjar <malnajjar@jamjoom.md>; BioMed-Support <biomedsupport@jamjoom.md>; Walter Gorospe <wgorospe@jamjoom.md>; Islam Hamdy Zakaria Mehawed <imehawed@jamjoom.md>
Subject: Re: Invoice RVM132388-1 for Jamjoom Medical Industries.

Dear Mugahed

Please find your letter attached, please let us know when you would like us to resend the devices?

With regards to the power supply for the VM-2500. Unfortunately there are a couple of different models. The easiest way to identify the type required would be to take a picture of the connector on the back of the device and send it to me, I will then be able to advise on what is required.

Please can you also let me know if your customers are using the UK 3 pin, Euro 2 Pin or USA 2 pin type plugs?

Best regards

Ryan

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

Mobile: +44 (0) 7803 907117

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On Wed, 17 Nov 2021 at 13:47, Mugahed Mohammed Alsalmi <malsalami@jamjoom.md> wrote:

Dear Rayan,

Thank you for your corporation,

The letter you wrote is suitable so please send the letter to us.

With best Regards,

Mugahed Al Salami

Biomedical Engineer

Jeddah - Saudi Arabia

Tel: +966 12 220 3700 Ext: 4048

malsalmi@jamjoom.md

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Ryan Swaine

Sent: Thursday, October 28, 2021 7:31 PM

To: Mugahed Mohammed Alsalmi <malsalmi@jamjoom.md>

Cc: Sarah Walton <sarah.walton@viamed.co.uk>; Areej <abawazeer@jamjoom.md>; Moutaz Alnajjar <malnajjar@jamjoom.md>; BioMed-Support <biomedsupport@jamjoom.md>; Walter Gorospe <wgorospe@jamjoom.md>; Islam Hamdy Zakaria Mehawed <imehawed@jamjoom.md>

Subject: Re: Invoice RVM132388-1 for Jamjoom Medical Industries.

Dear Mugahed

I will put together a letter for you, but I will need your feedback, I will send you a copy signed on letterhead, but first please let me know if the following statement will suffice?

To whom it may concern,

I hereby declare that the two instruments that are being delivered to Jamjoom Medical Industries on invoice RVM132388-1 are being returned after being with us for repair.

It was deemed that they are uneconomical to repair and the end user has requested them to be returned.

I can confirm that they are not working units and as these products are no longer manufactured, they are no longer SFDA registered.

Best regards

Ryan

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

Mobile: +44 (0) 7803 907117

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On Thu, 28 Oct 2021 at 14:04, Mugahed Mohammed Alsalmi <malsalmi@jamjoom.md> wrote:

Dear Rayan,

Thanks for your feedback,

As request of SFDA , could you issue official letter from viamed Ltd to jamjoom Medical Industries company limited that explain the two devices had not repaired and returned to us.

SFDA required that to facilitate process of shipment for second time it shipped to KSA.

Best Regards,

Mugahed Al Salami

Biomedical Engineer

Jeddah - Saudi Arabia
Tel: +966 12 220 3700 Ext: 4048

malsalmi@jamjoom.md

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Ryan Swaine

Sent: Wednesday, October 27, 2021 1:31 PM

To: Mugahed Mohammed Alsalmi <malsalami@jamjoom.md>

Cc: Sarah Walton <sarah.walton@viamed.co.uk>; Areej <abawazeer@jamjoom.md>; Moutaz Alhajjar <malnajjar@jamjoom.md>; BioMed-Support <biomedsupport@jamjoom.md>; Walter Gorospe <wgorospe@jamjoom.md>

Subject: Re: Invoice RVM132388-1 for Jamjoom Medical Industries.

Dear Mugahed

Just to let you know, the two unrepaired Capnograph devices have been returned to us.

Please let me know how you would like us to proceed?

Best regards

Ryan

Ryan Swaine

International Sales Manager

VIAMED

www.viamed.co.uk

Email: ryan.swaine@viamed.co.uk

Office: +44 (0) 1535 634542

Mobile: +44 (0) 7803 907117

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On Wed, 22 Sept 2021 at 09:46, Mugahed Mohammed Alsalmi <malsalami@jamjoom.md> wrote:

Dear Ryan,

Thanks a lot for your cooperation.

Best Regards,

Mugahed Mohammed Al Salami

Biomedical Engineer

Jeddah - Saudi Arabia
Tel: +966 12 220 3700 Ext: 4048

malsalmi@jamjoom.md

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Ryan Swaine
Sent: Wednesday, September 22, 2021 11:41 AM
To: Mugahed Mohammed Alsalmi <malsalmi@jamjoom.md>
Cc: Sarah Walton <sarah.walton@viamed.co.uk>; Areej <abawazeer@jamjoom.md>; Moutaz Alnajjar <malnajjar@jamjoom.md>; BioMed-Support <biomedsupport@jamjoom.md>; Walter Gorospe <wgorospe@jamjoom.md>
Subject: Re: Invoice RVM132388-1 for Jamjoom Medical Industries.

Dear Mugahed

Please find the declaration attached. Please just let me know if you require any amendments.

Best regards

Ryan

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

Mobile: +44 (0) 7803 907117

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On Wed, 22 Sept 2021 at 07:34, Mugahed Mohammed Alsalmi <malsalmi@jamjoom.md> wrote:

Dear Ryan,

Dear Sarah,

Thanks for corporation by sending SFDA Certificate and DOC.

Please find attached file(DOC form) and kindly fill it and stamp, mention on it items sended according to invoice RVM132388-1 and mention on it items return from maintenance, this form is high required from SFDA. Please fill it and send it ASAP.

We are required for Deadline on 23 Sep 2021.

With Best Regards,

Mugahed Mohammed Alsalmi

Biomedical Engineer

Jeddah - Saudi Arabia
Tel: +966 12 220 3700 Ext: 4048

malsalmi@jamjoom.md

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Ryan Swaine
Sent: Tuesday, September 21, 2021 5:12 PM
To: Mugahed Mohammed Alsalmi <malsalmi@jamjoom.md>
Cc: Areej <abawazeer@jamjoom.md>; Moutaz Alnajjar <malnajjar@jamjoom.md>; BioMed-Support <biomedsupport@jamjoom.md>; Sarah Walton <sarah.walton@viamed.co.uk>; Walter Gorospe <wgorospe@jamjoom.md>
Subject: Re: Invoice RVM132388-1 for Jamjoom Medical Industries.

Dear Mugahed

Please note that the device is no longer manufactured, so we no longer have a valid DOC. I have attached a copy of the original DOC, I hope this helps.

Best regards

Ryan

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

Mobile: +44 (0) 7803 907117

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On Tue, 21 Sept 2021 at 14:48, Mugahed Mohammed Alsalmi <malsalmi@jamjoom.md> wrote:

Dear Mr. Ryan,

I contact with customer service about validity of SFDA they reply me back its important to have DOC form from Viamed, could you please fill and stamp DOC and send it back to us ASAP , that we can send both SFDA certificate and DOC to SFDA for releasing returned goods.

Notice : deadline for sending to SFDA is 23 Sep 2021.

Thanks for your corporation.

Best Regards,

Mugahed Mohammed Alsalmi

Biomedical Engineer

Jeddah - Saudi Arabia
Tel: +966 12 220 3700 Ext: 4048

malsalmi@jamjoom.md

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Ryan Swaine
Sent: Monday, September 20, 2021 12:17 PM
To: Mugahed Mohammed Alsalmi <malsalmi@jamjoom.md>

Cc: Moutaz Alnajjar <malnajjar@jamjoom.md>; Walter Gorospe <wgorospe@jamjoom.md>; BioMed-Support <biomedsupport@jamjoom.md>; Sarah Walton <sarah.walton@viamed.co.uk>
Subject: Re: Invoice RVM132388-1 for Jamjoom Medical Industries

Dear Mugahed

I have attached the original SFDA certificate, but it is no longer valid. Can we still use it, as the goods were originally sold at the time the certificate was still current?

Has your customs mistaken the goods as a new import instead of goods that are being returned?

Best regards

Ryan

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

Mobile: +44 (0) 7803 907117

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On Mon, 20 Sept 2021 at 09:39, Sarah Walton <office@viamed.co.uk> wrote:

Hi Ryan,

Please see the below request from Jamjoom

Thanks

Sarah

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

From: **Mugahed Mohammed Alsalmi** <malsalmi@jamjoom.md>
Date: Mon, 20 Sept 2021 at 09:30
Subject: Invoice RVM132388-1 for Jamjoom Medical Industries
To: sarah.walton@viamed.co.uk <sarah.walton@viamed.co.uk>
Cc: Moutaz Alnajjar <malnajjar@jamjoom.md>, Walter Gorospe <wgorospe@jamjoom.md>, BioMed-Support <biomedsupport@jamjoom.md>

Dear Ms. Sarah,

Please find attached files and kindly fill in details in file DOC required from custom and Saudi FDA, they request to fill in the form verified by sign and stamp of manufacturer.

The dead line of receive filled form is 23/09/ 2021, please fill it and resend back to us asap to avoid crossing deadline time.

With Best Regards,

Mugahed Mohammed Alsalami

Biomedical Engineer

Jeddah - Saudi Arabia

Tel: +966 12 220 3700 Ext: 4048

malsalmi@jamjoom.md

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