



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

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**Fwd: Microstim DB3 Fixed Price Repair Service**

1 message

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**Main Account** <office@viamed.co.uk>

17 February 2022 at 11:12

To: Sarah Walton &lt;sarah.walton@vmsecure.me.uk&gt;

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

From: **MORRIS, Lee** <Lee.MORRIS@spirehealthcare.com>

Date: Thu, 17 Feb 2022 at 11:11

Subject: RE: Microstim DB3 Fixed Price Repair Service

To: [sophie.lines@viamed.co.uk](mailto:sophie.lines@viamed.co.uk) <[sophie.lines@viamed.co.uk](mailto:sophie.lines@viamed.co.uk)>Cc: KAY, Faye <[Faye.KAY@spirehealthcare.com](mailto:Faye.KAY@spirehealthcare.com)>, JONES, Sherrie-Ann <[Sherrie-Ann.JONES@spirehealthcare.com](mailto:Sherrie-Ann.JONES@spirehealthcare.com)>

Good morning Sophie,

Could we please request a returns reference for a repair to any fault for a cost of £45.00+VAT and £10.00+VAT return carriage

Our units SN M0004930

Any other detail or information I can give please let me know

Kind Regards

Lee Morris

**Lee Morris** | [Spire Healthcare](#) | H&S Lead – Biomedical Equipment Manager

Spire Wellesley Hospital | Eastern Avenue | Southend-on-Sea | SS2 4XH

E: [lee.morris@spirehealthcare.com](mailto:lee.morris@spirehealthcare.com) | P: 01702 462944 Ext:2289 | M: 07842 311534

Web: [www.spirehealthcare.com/Wellesley](http://www.spirehealthcare.com/Wellesley)

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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Sophie Lines

**Sent:** 15 February 2022 11:48

**To:** MORRIS, Lee <[Lee.MORRIS@spirehealthcare.com](mailto:Lee.MORRIS@spirehealthcare.com)>

**Subject:** Microstim DB3 Fixed Price Repair Service and TOF 3D Leaflet

**EXTERNAL EMAIL: This message originated from outside the organisation. Exercise caution when opening attachments or links.**

Dear Lee,

We recently spoke on the phone regarding your Microstim DB3 unit, with a faulty part.

I apologise, I neglected to mention on the phone, we actually have a fixed-cost repair service in place for the Microstim DB3; basically we will repair any fault for a cost of £45.00+VAT and £10.00+VAT return carriage.

If this is something you would like to go ahead with, please let me know the serial number of your unit and I will provide you with a returns reference number?

Our new unit - the TOF-3D Neuromuscular Transmission Monitor has part number 2510091. The price is £1,400 each, plus £10 carriage, plus VAT. There are a three different monitoring accessories available for the TOF 3D Neuromuscular Transmission Monitor to allow secure placement of the accelerometer for accurate twitch response monitoring:

- 2520111 - Thumb Adapters (single use) @ £45.00+VAT / pack of 50
- 2520112 - Eye Adapters (single use) @ £82.00+VAT / pack of 50
- 2520110 - Hand Adapter (reusable) @ £38.50+VAT / each

Note: for hand placement, you can choose either the reusable hand adapter or the disposable thumb adapters, they are not used together. Pictures below illustrate the placement positions.



I have attached leaflets and a price list for your information.

Please let me know if you require any further information.

Kind regards

Sophie Lines

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

**We are currently working remotely however telephone calls to the main office will still be answered.**

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

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Twitter: [twitter.com/ViamedLtd](https://twitter.com/ViamedLtd)

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