



Sophie Lines &lt;viamed.sophie.lines@gmail.com&gt;

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**Fwd: Support for Viamed VM 2160**

1 message

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

Tue, Jun 7, 2022 at 12:32 PM

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

To: Kate Griffiths &lt;kate.griffiths@vmsecure.me.uk&gt;, Zoey Teal &lt;zoey.teal@vmsecure.me.uk&gt;, Sophie Lines &lt;sophie.lines@vmsecure.me.uk&gt;, Janine Gill &lt;janine.gill@vmsecure.me.uk&gt;, Aqib Majeed &lt;aqib.majeed@vmsecure.me.uk&gt;

Please can we set up an account and send Nurhafizah a proforma invoice including delivery for:

1x TFT upgrade Kit - parts only - pn 0039030 = USD \$112 EXW

Thank you  
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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----- Forwarded message -----

From: <[nurhafizah.suib@medivest.com.my](mailto:nurhafizah.suib@medivest.com.my)>  
Date: Tue, 7 Jun 2022 at 11:53  
Subject: Re: Support for Viamed VM 2160  
To: <[ryan.swaine@viamed.co.uk](mailto:ryan.swaine@viamed.co.uk)>

Hi Ryan,

We would like to proceed with upgrade parts only (pn 0039030). Kindly provide us quotation for parts mentioned as per address below.

Regards,

**Nurhafizah binti Su'ib**  
Biomedical Engineering Maintenance Services  
**MEDIVEST SDN BHD (22149H-H)**  
**Service Centre Hospital Jempol**  
Jalan Bahagia, Bandar Seri Jempol  
72120 Bandar Seri Jempol  
Negeri Sembilan, Malaysia  
**M:** +6011-2702 9629

-----"Main Account" <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> wrote: -----

To: [nurhafizah.suib@medivest.com.my](mailto:nurhafizah.suib@medivest.com.my)  
From: "Ryan Swaine"  
Sent by: "Main Account"  
Date: 06/06/2022 04:33PM  
Subject: Re: Support for Viamed VM 2160

Dear Nurhafizah

The difference in the two prices I gave is one is parts only and the other is if you return the device to us and we fit the parts for you.

Unfortunately we no longer have an official distributor for these items in Malaysia. I can ask some companies we have dealings with for other items if they would be willing to quote you, but you would be paying a higher cost, as they would need to add their margin. Please let me know how you would like to proceed?

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)  
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On Thu, 2 Jun 2022 at 01:57, <[nurhafizah.suib@medivest.com.my](mailto:nurhafizah.suib@medivest.com.my)> wrote:

Hi Ryan,

What is difference between both mention parts?

I am interested in upgrading our unit to TFT display. Can I get official quotation from your distributor?

**Nurhafizah binti Su'ib**

Biomedical Engineering Maintenance Services

**MEDIVEST SDN BHD (22149H-H)**

**Service Centre Hospital Jempol**

Jalan Bahagia, Bandar Seri Jempol

72120 Bandar Seri Jempol

Negeri Sembilan, Malaysia

**M:** +6011-2702 9629

-----"Main Account" <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> wrote: -----

To: [nurhafizah.suib@medivest.com.my](mailto:nurhafizah.suib@medivest.com.my)

From: "Ryan Swaine"

Sent by: "Main Account"

Date: 06/01/2022 08:18PM

Subject: Re: Support for Viamed VM 2160

Dear Nurhafizah

The device you have is from 2013 and was one of the early models fitted with an OLED display. We stopped using the OLED displays and moved on to a low powered colour TFT display. It is no longer possible to just change the display on an OLED device, you will need to change the main PCB. We offer an OLED to TFT upgrade kit, which includes all the parts required, please find our distributor pricing below:

TFT upgrade Kit - parts only - pn 0039030 = USD \$112 EXW

TFT upgrade Kit - fitted by Viamed - pn 0039031 = USD \$147 EXW

I look forward to your reply and 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)  
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On Wed, 1 Jun 2022 at 12:35, <[nurhafizah.suib@medivest.com.my](mailto:nurhafizah.suib@medivest.com.my)> wrote:

Hi,

Parts required is the display, as ours is still can operate on battery and detects SpO2 reading (with audible sound and SpO2 sensor blinking) but no display.

Serial number is 70600245.

**Nurhafizah binti Su'ib**

Biomedical Engineering Maintenance Services

**MEDIVEST SDN BHD (22149H-H)**

**M: +6011-2702 9629**

-----"Main Account" <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> wrote: -----

To: [nurhafizah.suib@medivest.com.my](mailto:nurhafizah.suib@medivest.com.my)  
From: "Ryan Swaine"  
Sent by: "Main Account"  
Date: 06/01/2022 06:59PM  
Subject: Re: Support for Viamed VM 2160

Dear Nurhafizah

Thank you very much for your email.

We can still support the original VM-2160 and of course our latest VM-2160 SMARTsat. Please let me know what parts/accessories you require?

It may help if you can give us the serial numbers for the device.

I will await your reply.

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)  
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On Wed, 1 Jun 2022 at 08:27, Main Account <[office@viamed.co.uk](mailto:office@viamed.co.uk)> wrote:

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

From: <[nurhafizah.suib@medivest.com.my](mailto:nurhafizah.suib@medivest.com.my)>  
Date: Wed, 1 Jun 2022 at 06:15  
Subject: Support for Viamed VM 2160  
To: <[enquiries@viamed.co.uk](mailto:enquiries@viamed.co.uk)>

Good afternoon,

I would like to ask regarding support for model VM 2160, whether the parts is still in production? If yes, can you assist us for your authorized distributor in Malaysia? Thank you for your kind attention.

**Nurhafizah binti Su'ib**

Biomedical Engineering Maintenance Services

**MEDIVEST SDN BHD (22149H-H)**

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