

**Re: Viamed Repair Quote - SRS68170**

1 message

Steve Hardaker <office@viamed.co.uk>
Reply-To: steve.hardaker@viamed.co.uk
To: adam.graham7@nhs.net

8 June 2022 at 11:28

Hi Adam,

Sophie has referred this to me regarding the service status of the Trust's Tom Thumb resuscitators as it's a little complicated.

The service contracts for the Tom Thumbs within the Trust are for an on-site annual service and calibration, we currently have 2 orders pending: RLNN400041178 for 28 units on Neonatal Unit and RLNN400042403 for 22 units on Delivery Suite.

These are usually done annually via a site visit, however, due to restrictions created by COVID-19 and vulnerable Viamed Staff, this was last accomplished in November 2019. The Trust has not been charged for the missed years. We are now in a position to resume these visits and we hope to achieve them within the next month.

Quotation QVM137189 is for a single repair of serial number VMC9073 that involves the replacement of a gauge; the on-site service contracts cover service and calibration only, excluding any parts required to effect a repair, so even if this repair was done on-site, it will still be chargeable at the same value as on quotation QVM137189.

In order to complete the repair, we will need a purchase order against this quotation, which will include a service and calibration. Then, when we perform the site visit, we will not service this unit and the *service charge will not be applied to the invoice for the service contract*.

You will be able to check the number of service charges on the service contract invoices against the service reports, which will be sent upon completion. In short, the invoices for the service contracts are adjusted downward to cover only the devices actually located and serviced, as sometimes they cannot all be found.

I hope this makes sense. The alternative involves invoicing for just the parts now on this repair, then charging for the service and calibration under the service contract, which seems more complicated. Would you agree to handling it as detailed above? Please let me know your thoughts, thanks in advance.

Regards,

Steve Hardaker
Technical Support Manager
Viamed Ltd.

Please note: Viamed is 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.

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Hi Sophie,

I've just received financial approval to raise the PO for this quotation.

However it appears our service contract has been renewed? Is this something that should therefore be covered under the service contract?

Thanks,

Adam

Adam Graham
Clinical Engineer

cid:image001.png@01D277F1.AC08FEA0

Working in partnership with South Tyneside and Sunderland NHS Foundation Trust | Sunderland Royal Hospital, Kayll Road, Sunderland, SR4 7TP
Tel: 0191 569 9933 ext. 49933, | Email: Adam.Graham7@nhs.net

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From: GRAHAM, Adam (CITY HOSPITALS INDEPENDENT COMMERCIAL ENTERPRISES LIMITED) <adam.graham7@nhs.net>
Sent: 31 May 2022 08:45

To: sophie.lines@viamed.co.uk <sophie.lines@viamed.co.uk>

Subject: Re: Viamed Repair Quote - SRS68170

Hi Sophie,

I've been on annual leave for 2 weeks so I am in the process of getting the quotation approved by the department.

On a separate note, has the service contract been renewed for the devices for Sunderland? I remember asking our contracts team to action this.

Would you be able to send me the contract status of the devices for Sunderland please?

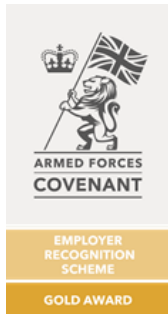
Thanks,

Adam

Adam Graham
Clinical Engineer



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From: Main Account <viamedinbox@gmail.com> on behalf of Sophie Lines <office@viamed.co.uk>

Sent: 23 May 2022 10:35

To: GRAHAM, Adam (CITY HOSPITALS INDEPENDENT COMMERCIAL ENTERPRISES LIMITED) <adam.graham7@nhs.net>

Subject: Viamed Repair Quote - SRS68170

This message originated from outside of NHSmail. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Adam,

Please find attached your quotation for the service and repair of your Tom Thumb unit - serial number: VMC9073

If you have any questions please do not hesitate to contact me.

Kind regards

Sophie Lines

Please note: My working days are Monday, Tuesday and Friday

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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