



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

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**Fwd: Neoflow blenders**

1 message

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**Steve Hardaker** <office@viamed.co.uk>

Fri, Jul 1, 2022 at 5:22 PM

Reply-To: steve.hardaker@viamed.co.uk

To: "Burrows Paul (Medical Physics &amp; Clinical Engineering MPCE)" &lt;Paul.Burrows@nuh.nhs.uk&gt;

Cc: Sophie Lines &lt;sophie.lines@viamed.co.uk&gt;

Hi Paul,

Further to my previous email below, I have just been advised by our sales office whilst they were preparing your quote that the price of the service kit was increased by Maxtec a couple of weeks ago. The pricing is now as follows:

- 0380050 - MicroMax Blender 2yr Overhaul Service - Back to Base @ £180.00+VAT
- 0332004 - MicroMax Blender Overhaul Kit @ £280.00+VAT
- SUB TOTAL: **£460.00+VAT per blender**
- Return carriage: £10.00+VAT per shipment (up to 20kg)

I hope this is still acceptable for you, if not, would you please let me know ASAP as we have ordered 6 service kits against your requirement so as to minimise future lead-times but we would revise that if you no longer want to proceed.

I look forward to hearing from you and will get the quote over to you on Monday.

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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Tel: +44 (0)1535 634542

Fax: +44 (0)1535 635582

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

From: **Steve Hardaker** <[steve.hardaker@viamed.co.uk](mailto:steve.hardaker@viamed.co.uk)>

Date: Fri, 1 Jul 2022 at 16:20

Subject: Re: Neoflow blenders

To: Burrows Paul (Medical Physics & Clinical Engineering MPCE) <[Paul.Burrows@nuh.nhs.uk](mailto:Paul.Burrows@nuh.nhs.uk)>

Hi Paul,

We have ordered some service kits for these, but the timing is not great as Maxtec are heading into a few days of holiday closure for the 4th July, so it may be a couple of weeks before we can get the blenders back to you serviced.

If the blenders are not in constant demand, by all means send them back, but if they are going to be missed, you may want to consider returning them to the department until I advise you that the kits arrive.

To return them, send it back to us using returns ref SRS68218 to the following address:

Returns Dept - SRS68218  
Viamed Ltd.  
[15 Station Road](#)  
[Cross Hills](#)  
[Keighley](#)  
[BD20 7DT](#)

Regards,  
Steve

Steve Hardaker  
Technical Support Manager  
Viamed Ltd.

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Tel: +44 (0)1535 634542  
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On Fri, 1 Jul 2022 at 13:47, Burrows Paul (Medical Physics & Clinical Engineering MPCE)  
<[Paul.Burrows@nuh.nhs.uk](mailto:Paul.Burrows@nuh.nhs.uk)> wrote:

Hi Steve

I have 2 Neoflow blenders that require 2 year service, serial numbers-AL000091 & AL000110, please can you provide returns info process & quote.

Kind regards

Paul

**Paul Burrows**

Clinical Engineering Technologist, Medical Equipment Services unit (MESU)

Nottingham University Hospitals NHS Trust

Queens Medical Centre, Derby Road, Nottingham, NG7 2UH

**Phone:** 0115 9249924 x82630

**Email:** [Paul.burrows@nuh.nhs.uk](mailto:Paul.burrows@nuh.nhs.uk) | Website: [www.nuh.nhs.uk/medical-physics-and-clinical-engineering-mpce](http://www.nuh.nhs.uk/medical-physics-and-clinical-engineering-mpce)

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