



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

**RE: Amended PO-7540**

1 message

Fri, Sep 16, 2022 at 1:26 PM

**Fanie Muller** <fmuller@arrabon.biz>  
Reply-To: fmuller@arrabon.biz  
To: sophie.lines@viamed.co.uk  
Cc: procurement@arrabon.biz

Hello Sophie,

Many thanks for the update.

Please ship all available items.

Kind regards,

**Fanie Muller**

Unit 12, Imperium Business Park, 16 Venturi Crescent,  
Hennospark, Centurion, South Africa, 0157

Tel: 0861 000 743  
Int Tel: +2712 653 2086  
e-Mail: fmuller@arrabon.biz

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**From:** Main Account <viamedinbox@gmail.com> **On Behalf Of** Sophie Lines  
**Sent:** Friday, 16 September 2022 14:01  
**To:** fmuller@arrabon.biz  
**Subject:** Re: Amended PO-7540

Dear Fanie,

Thank you for your email. The only item we are still waiting for on your order is the V1000 Foetal Heart Simulator - we have been experiencing production delay for this product for quite some time - I believe these issues are close to being resolved but we due to the long delay, we do also have a large number of backorders to fulfil - therefore the lead time is still uncertain at this time. Please let me know if you would like to arrange the partial shipment of your order?

Kind regards

Sophie Lines

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

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On Fri, Sep 16, 2022 at 10:36 AM Fanie Muller <fmuller@arrabon.biz> wrote:

Good day Sophie,

Trust you are well.

Our customer that ordered the fuel cells have followed up and is in need of them.

Please update us with dispatch information as we might need to arrange for partial shipment please.

Kind regards,

**Fanie Muller**



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

**Sent:** Monday, 12 September 2022 17:59

**To:** [fmuller@arrabon.biz](mailto:fmuller@arrabon.biz)

**Subject:** Re: Amended PO-7540

Dear Fanie,

Thank you for your amended order - please find attached your amended Proforma Invoice - as you have already paid for the items from the first version of the Proforma, the remaining payment to be sent is for the following items only:

- 0131604 - Coiled cable for MaxO2 - Standard version - 1 unit = \$48.96
- 0111261 - Maxtec MaxO2+AE Oxygen analyser - 4 units = \$1,176.00

**Total = \$1224.96**

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

Kind regards

Sophie Lines

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On Mon, Sep 12, 2022 at 3:37 PM Fanie Muller <[fmuller@arrabon.biz](mailto:fmuller@arrabon.biz)> wrote:

Hello Sophie,

Many thanks, we order one cable.

Please find attached our revised PO-7540

Kind regards,

**Fanie Muller**



Unit 12, Imperium Business Park, 16 Venturi Crescent,

Hennospark, Centurion, South Africa, 0157

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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Sophie Lines  
**Sent:** Monday, 12 September 2022 15:08  
**To:** [fmuller@arrabon.biz](mailto:fmuller@arrabon.biz)  
**Subject:** Re: MAXO2+

Hi Fanie,

Thank you for your reply. The part number and price for a replacement cable is:

**0131604 - Coiled cable for MaxO2+ = \$48.96**

If you require any further information please do not hesitate to contact me.

Kind regards

Sophie Lines

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

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On Mon, Sep 12, 2022 at 12:53 PM Fanie Muller <[fmuller@arrabon.biz](mailto:fmuller@arrabon.biz)> wrote:

Hello Sophie,

Many thanks for reverting to us.

We kindly request the pricing for a replacement cable as it will most probably cost more to return the unit than the replacement cable.

Kind regards,

**Fanie Muller**



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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Sophie Lines  
**Sent:** Monday, 12 September 2022 13:22

To: [fmuller@arrabon.biz](mailto:fmuller@arrabon.biz)  
Subject: Re: MAXO2+

Dear Fanie,

Thank you for your email and I am sorry this unit has been returned to you with a faulty sensor cable - upon checking the serial number, I can see that this unit is still under warranty. With this being the case, please could you return the unit to us for repair, using returns reference SRS68290? To the following address

SRS68290

Viamed Ltd

15 Station Road

Cross Hills

BD20 7DT

United Kingdom

If you require any further information please do not hesitate to contact me

Kind regards

Sophie Lines

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On Fri, Sep 9, 2022 at 9:45 PM Ryan Swaine <[office@viamed.co.uk](mailto:office@viamed.co.uk)> wrote:

Ryan Swaine - Viamed & Vandagraph - +44 (0) 7803 907117

----- Forwarded message -----  
From: **Fanie Muller** <[fmuller@arrabon.biz](mailto:fmuller@arrabon.biz)>  
Date: Fri, 9 Sep 2022, 09:28  
Subject: MAXO2+  
To: Ryan Swaine <[ryan.swaine@viamed.co.uk](mailto:ryan.swaine@viamed.co.uk)>

Good day Ryan,

Trust you are keeping well.

Please be so kind as to assist:

We have a MAXO2+ Sn: GC66699013 returned.

The sensor cable is faulty.

Please quote on a replacement cable.

Kind regards,

**Fanie Muller**

Unit 12, Imperium Business Park, 16 Venturi Crescent,  
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