

Department Manager  
Medical Electronics  
Southampton General Hospital  
MP82, A Level  
South Academic Block  
Tremona Road  
Southampton, Hampshire SO16 6YD

Purchase order number: \*\*\*\*\*  
V1000 Serial number: \*\*\*\*\*  
Invoice date: \*\*/\*\*/\*\*\*\*  
Ref: 20180723/499

18 September 2018

Dear «UPOSITION»,

### **Certificate of Calibration and Service Options: V1000 Foetal Heart Simulator**

I am writing with regards to the V1000 Foetal Heart Simulator that your organisation has previously purchased from Viamed.

In order to comply with local standards and in response to customer requests, we offer the following servicing options. The output rates of the V1000 are measured in accordance with UKAS traceable calibration standards.



- **Certificate of Calibration Only** – Outputs are tested to verify that they are within specification of the settings. The price for this is **£35.00** plus £10.00 return carriage (excluding VAT) – part number 1480001.
- **Service and Certificate of Calibration** – The following are checked and assessed: Outputs settings, LEDs, membrane keys, intensity control, interface cushion and batteries. The outputs are tested to verify that they are within specification at the settings of: 30, 60, 90, 120, 150, 180 and 210 BPM. A functional test is carried out in conjunction with a foetal heart monitor and the unit is left on a soak test. Upon completion a certificate of calibration is issued. The price for this is **£45.00** plus £10.00 return carriage (excluding VAT) – part number 1480000.
- **Repair Service** – This covers the labour on a cost of per hour basis to repair a returned faulty V1000. We will provide a quotation before any work is carried out.

Should you wish to utilise one of these services, please advise us of the serial number/s of the unit/s and we will provide you with a returns reference number. When returning units to us, please may we ask that you ensure that the packing is adequate and we advise that you use a traceable delivery service.

So that we can keep our records up-to-date, if the V1000 is no longer in service, please email [service@viamed.co.uk](mailto:service@viamed.co.uk) with the serial number/s and we will update our records accordingly.

Should you have any further queries or require any further information, please do not hesitate in contacting us.

Yours sincerely

Catrin Hollings  
Marketing