

Mr Colin Cowan
Practitioner Clinical Technologist
Medical Engineering
Inverclyde Royal Hospital
Larkfield Road
Greenock, PA16 0XN

November 2022

Dear Mr Cowan,

Discontinuation of Viamed On-Site Servicing

Unfortunately, due to ISO regulations and external pressures we have to inform you that from the end of November 2022 we will no longer be offering on-site servicing. Any service visits which are due before the end of November will be honoured.

Although this is a very sad decision for Viamed, we have been servicing on-site for many years, we do encourage our customers to use our alternative servicing options, where available.

Tom Thumb / Blenders

- Courier return to Viamed via our SRS system
- *Service exchange units are available, subject to availability*

Radiant Warmers

Unfortunately, we are no longer able to offering servicing options for these devices.

We would be happy to support you with this transition and we can supply a copy of the spare parts price list and service manuals (where available) for each device, should you wish to complete the servicing via your engineering department.

Should you have any queries or require any further assistance with this, please do not hesitate in contacting us by email to servicing@viamed.co.uk

Yours sincerely



Catrin Hollings
Marketing