

Keith Douglas
Medical Engineering
Kings College Hospital
Faraday Building Ground Floor
Denmark Hill
London
SE5 9RS

Purchase order number: **
Serial number: **
Last Serviced: **
Ref: 20180723/499
27 June 2023

Dear Mr Douglas,

Repairs: Microstim DB3 Nerve Stimulator

I am writing with regards to the Microstim DB3 Nerve Stimulator 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.



- **Fixed Cost Repair**
The price for this is **£60.00** including return carriage (excluding VAT) – part number 2540010.
- **Microstim DB3 Tester** – This is provided with instructions to allow your technical department to test the functionality of the Microstim DB3 – part number 2510005 **£60.00** plus carriage (excluding VAT).

Should you wish to utilise our fixed cost repair service, 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. Should you wish to order the Microstim DB3 tester please place an order in the usual way.

So that we can keep our records up-to-date, if the Microstim DB3 is no longer in service, please email **service@viamed.co.uk** with the serial number/s and we will update our records accordingly. Please be aware this product is now discontinued. We do have an alternative available: TOF^{3D} Neuromuscular Transmission Monitor, please contact us for further details and pricing.

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

Yours sincerely

Catrin

Catrin Hollings
Marketing