



# VIAMED

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Mark Swetnam  
Managing Director  
Cambridge Sensotec Ltd  
31 Elizabeth Court  
London Road  
St Ives, Cambridgeshire PE27 5BQ

10<sup>th</sup> February 2014

Dear Dr Swetnam

I am writing to you to advise you as to the situation regarding unexpectedly long lead times on Teledyne oxygen monitoring products that you purchase from Viamed.

Viamed is Teledyne's European distributor for medical products and we endeavour to maintain stock of key product lines, however, towards the end of 2013, Teledyne implemented a new software system to manage production, purchasing and sales.

The transition period to this new system was expected and Viamed increased its stock holding and advanced orders for key products accordingly. However, Viamed has experienced significantly longer lead-times on purchase orders than we were initially advised.

We are of the understanding that the issues creating the delays have now been resolved and have been advised that a shipment containing many of our outstanding orders will be shipped to us today. As such, we expect to have many of the product lines back in stock by early next week.

I appreciate the position that this puts you in as a distributor and we have given your outstanding orders the highest priority and are increasing our current stockholding to account for any future unforeseen circumstances.

I would like to assure you that we are working very hard to resolve all outstanding orders and maintain an effective supply chain.

Yours sincerely

Derek Lamb  
Managing Director



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ISO 13485:2003  
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