



Kate Griffiths &lt;viamed.kate.griffiths@gmail.com&gt;

**Re: Warranty claim**

2 messages

**Sudath Weeraman** <sudathweeraman17@gmail.com>  
To: kate.griffiths@viamed.co.uk

2 March 2023 at 05:03

Good morning Kate,

Thank you for the return reference no, will arrange to send the defective MAX250E sensors.  
We need order 25 Pcs (5boxes) Flow sensors Ref, No. 4310001 (single use flow sensor)

Available stock below oxygen sensors?

1. R-17MED (0110017)
2. R-26MED (0110026)
3. R-17MEDV (0110016)

Need to order only 1 pc as a sample, please send quotation for both sensors (flow & oxygen sensors)

Thank you,

Best regards,

Sudath Weeraman  
Prime Lanka Associates  
Sri Lanka.

On Wed, Mar 1, 2023 at 7:26 PM Kate Griffiths <office@viamed.co.uk> wrote:

Good afternoon Sudath,

Thank you for your email.

The return reference you need is **SRS68409**. Please could you quote this number on any paperwork you include with the sensors?

The address to return the items under warranty to is as follows:

Viamed Ltd

Repairs Team SRS68409

15 Station Road  
Cross Hills  
Keighley

West Yorkshire  
BD20 7DT

UK

Many thanks.

Kind regards

Kate Griffiths

Viamed is now enacting hybrid working to allow sales and admin staff to work remotely and in the office. Telephone calls to the main office will be answered, but please continue to use email where possible.

<http://www.viamed.co.uk>  
Email [kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)  
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On Wed, 1 Mar 2023 at 09:50, Sudath Weeraman <[sudathweeraman17@gmail.com](mailto:sudathweeraman17@gmail.com)> wrote:

Good Morning Kate,

Please send return reference number for two MAX-250E Oxygen sensors under warranty

S/N -HF29899022 / GL79099137

Thank you,

Best regards,

Sudath Weeraman  
Prime Lanka Associates  
Sri Lanka.

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**Kate Griffiths** <[kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)>

2 March 2023 at 08:30

Draft To: Sudath Weeraman <[sudathweeraman17@gmail.com](mailto:sudathweeraman17@gmail.com)>

Good morning Sudath,

Thank you for your email.

Please see attached proforma invoice, **I have added 25 x 4310007**, this is because we now do not have enough stock of part number 4310001. I have checked with Ryan Swaine, he confirms that the items are identical, the only difference is that part number 4310007 will have Bluepoint labelling, not Viamed.

Please let me know if you would like me to change your proforma invoice to a confirmed order.

Kind regards

Kate Griffiths

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