



Kate Griffiths <viamed.kate.griffiths@gmail.com>

Re: Re: claims for the V122455 of R-23V

1 message

tracy.wang@justec.cn <tracy.wang@justec.cn>
To: "kate.griffiths" <kate.griffiths@viamed.co.uk>

2 March 2023 at 03:49

Hi Kate,

Ok. Please help to change a new package for the V122455 of R-23V when send it back to us.

Thank you.

Best Regards,
Tracy

Justec Shenzhen Co., Ltd.
2F,Building 64,Majialong Industry Zone, Nanshan, Shenzhen,China,518054
TEL: 0755 - 26068930/1/2 —8023 Fax: 0755-26068933

From: Kate Griffiths
Date: 2023-03-01 23:50
To: tracy.wang
Subject: Re: claims for the V122455 of R-23V

Good afternoon Tracy,

Please could I ask if you would like us to return your oxygen sensor R-23V, serial number V122455 (no fault found) with your next order?

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>
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On Tue, 22 Nov 2022 at 12:57, Ryan Swaine <office@viamed.co.uk> wrote:
Dear Tracy

I am sorry to hear that. Sometimes sensors have a higher output when they are first removed from their packaging, but this should resolve itself within a few hours. Please can you return the sensor when you are next sending us some items and we can test it and replace it.

Please use the following returns reference: SRS68332

Best regards
Ryan

Ryan Swaine
International Sales Manager
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Viamed are pleased to be exhibiting at Medica
14th to 17th November 2022
Hall 16 / H-15-4
GDPR / Privacy Policy available at www.viamed.co.uk/policy

On Wed, 16 Nov 2022 at 09:45, tracy.wang@justec.cn <tracy.wang@justec.cn> wrote:
Hi Ryan, Hi Kate,

We got our customers' feedbacks about the V122455 for R-23V.

They find that the measured value of the V122455 is still too high, it is 4% or 5% higher.

And we have also measured the V122455, and the value is a little higher.

Could you please tell us how to solve it?

Looking forward to your reply.

Best Regards,
Tracy

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