



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

Re: Warranty claim

1 message

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

2 March 2023 at 12:40

Hi Kate

Yes. You are correct

Thx & Regards

Sudath.
Prime Lanka Associates
Sri Lanka.

On Thu, Mar 2, 2023, 5:30 PM Kate Griffiths <office@viamed.co.uk> wrote:

Hi Sudath,

Just to clarify, do you need me to update the proforma invoice to show only 5 x 4310001, 1 x 0110018 / R-17V and 1 x 0110021 / R22MEDV and remove the other items?

Many thanks.

Kind regards

Kate Griffiths

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On Thu, 2 Mar 2023 at 11:54, Sudath Weeraman <sudathweeraman17@gmail.com> wrote:

Dear Kate,

Thank you for your email, we need to order :-

1. Flow sensor - 4310001 - 25 Pcs (5boxes)
2. Oxygen sensor - 0110018 / R-17V - 01 Pc
3. Oxygen sensor - 0110021 / R22MEDV - 01 Pc

Both oxygen sensors as sample test, please send proforma invoice for above three items,

Thanks & regards,

Sudath Weeraman
Prime Lanka Associates
Sri Lanka.

On Thu, Mar 2, 2023 at 3:23 PM Kate Griffiths <office@viamed.co.uk> wrote:

Good morning Sudath,

Thank you for your order.

Please see attached proforma invoice, I have used part number 0110018 instead of part number 0110016. This is because the R-17MEDV has been superseded by the R-17V. Please see attached data sheet.

If you are happy with the proforma invoice, please let me know and I will change it to a confirmed order.

Many thanks.

Kind regards

Kate Griffiths

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On Thu, 2 Mar 2023 at 05:03, Sudath Weeraman <sudathweeraman17@gmail.com> wrote:

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

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On Wed, 1 Mar 2023 at 09:50, Sudath Weeraman <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.