



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

RE: FW: FW: O2 CELLS PROBLEM ADDITION

1 message

Ayelet Mor <Ayelet@imtc.co.il>

13 April 2023 at 06:20

To: "kate.griffiths@viamed.co.uk" <kate.griffiths@viamed.co.uk>

Good morning Kate,

Thank you for your mail. Pls shipped with the next order.

Thank you,

Ayelet

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Kate Griffiths**Sent:** Wednesday, April 5, 2023 4:58 PM**To:** Ayelet Mor <Ayelet@imtc.co.il>**Subject:** Re: FW: FW: O2 CELLS PROBLEM ADDITION

Good afternoon Ayelet,

Just a quick email to ask if you accept the attached quotation? If so, the repairs team would proceed. If you do accept, would you like them to be shipped with a future 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>

Email kate.griffiths@viamed.co.uk

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On Wed, 15 Feb 2023 at 09:58, Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Good morning Ayelet,

Please see attached quotation relating to your oxygen sensors. Please let me know if you accept. If you do accept, would you like them to be shipped with a future order?

Many thanks.

Kind regards

Kate Griffiths

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On Thu, 24 Nov 2022 at 10:31, Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Kind regards

Kate Griffiths

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----- Forwarded message -----

From: **Main Account** <viamedinbox@gmail.com>
Date: Thu, 24 Nov 2022 at 10:18
Subject: Fwd: FW: FW: O2 CELLS PROBLEM ADDITION
To: Kate Griffiths <kate.griffiths@vmsecure.me.uk>

----- Forwarded message -----

From: **Ayelet Mor** <Ayelet@imtc.co.il>
Date: Thu, 24 Nov 2022 at 10:12
Subject: FW: FW: O2 CELLS PROBLEM ADDITION
To: viamedinbox@gmail.com <viamedinbox@gmail.com>

Good morning,

Regarding Avram and Ryan phone call and mail.

We have 5 pcs faulty R 49

This is the sn -

V102577

V102542

V102697

V102574

V102580

Pls see the below mail from Avram and Mr. Ryan.

Thank you,

ayelet

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Ryan Swaine
Sent: Monday, August 22, 2022 1:49 PM
To: Avram Bratspiess <Avram@imtc.co.il>
Subject: Re: FW: O2 CELLS PROBLEM ADDITION

Hi Avram

I am sorry to hear that you are having problems, the R-49B should be compatible with the ventilators you listed.

The date on the sensor is the manufacture date, they do not have an expiry date listed.

How many sensors have failed? Please can you provide the serial numbers?

Best regards

Ryan

Ryan Swaine
International Sales Manager
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On Sun, 21 Aug 2022 at 14:40, Avram Bratspiess <Avram@imtc.co.il> wrote:

HI RAYEN

FURTHER TO THE MSG.

PLS NOTE THAT CUSTOMER USE THE CELLS FOR THE FOLLOWING VENT.

RAFAEL

VELLA VISTA

HOPE THIS INFO. HELP

AVRAM

From: Avram Bratspiess
Sent: Sunday, August 21, 2022 4:35 PM
To: Ryan Swaine (ryan.swaine@viamed.co.uk) <ryan.swaine@viamed.co.uk>
Cc: Ayelet Mor <Ayelet@imtc.co.il>; Haya Atia <Haya@imtc.co.il>
Subject: O2 CELLS PROBLEM

DEAR RAYEN

WE KEEP GETTING COMPLAINS FROM OUR CUSTOMER THAT IN CELLS WE PROVIDE THERE ARE TOO MANY FAULTY CELLS AND WHEN THEY ARE INSTALLED IT DOES NOT PASS THE VENT. CALIBRATION

MY AS WELL AS CUSTOMER QUESTIONS ARE

1. THE DATE MENTIONED ON THE CELL , IS IT MFR. DATE OR EXPIRE DATE
2. CAN IT BE THAT THIS TYPE OF SENSOR DOES NOT FIT TO THE DEVICE HE REPLACE (PLS NOTE THAT THERE ARE CELLS THAT ARE OK , BUT STILL HIGH NUMBER THAT DOES NOT)

ANY SUGGESTIONS ?/ COMMENTS ?

YOUR FAST RESPONSE WILL BE HIGHLY APPRECIATED

THANKS

AVRAM

From: Avram Bratspiess <Avram@imtc.co.il>

Sent: Sunday, August 21, 2022 4:28 PM

To: Avram Bratspiess <Avram@imtc.co.il>

Subject: Photo from Avram Bratspiess