

Ryan Swaine 9 Issues 21.00 °C

Returns (srs/srn) Search

CS 12:00:00 PM For 4.5 Hours, MG Half , EH Full

The Wellness Tree Group

CID16846 Opera CID16846 Type:Vandagraph Trade

The Wellness Tree Group Brookdale Farm, West Chiltington Lane, Billingshurst, West Sussex, , RH14 9EA, UK

Tel 01403 740128 GBP Retail Price List Vandagraph (0010) Log Call

Add Issue

Proforma Credit Limit 0.00GBP

Account HomeMain DetailsAccount MemosSales HistoryPurchase OrdersStock ReferencesCust./Supp. ReturnsService Visits

Distributor AgreementsDocuments FilesLinked IssuesRegulatory Agreements

SRS68554

SRS Created : 22 Aug 2023
Created By Ryan Swaine
Add Watch

[Print Barcodes](#)
[Print A4 Sheet](#)
[Split Items into Different SRS Numbers](#)

Upload Document to SRS

ADD DOCUMENT TO SRS :
Document Description

Choose a file to upload: Choose file No file chosen

Next

Handle with care
Add Items to Supplier Returns Box

Add

☐ Return for Credit / Return to Stock
Unopened - will apply to all items on srs

☐ Clear From System - Force from System.
- will apply to all items on srs

Add notes to SRS

Add Notes

Service Repair Sheet 68554		Notes	
SELECT * FROM viamedquoteaddress where ID='16846'		22/Aug/2023 Ryan Swaine	
Company / Hospital	The Wellness Tree Group	22/Aug/2023 Ryan Swaine	
Contact Name	Lisa Stringer	Ultramax sn. GJ48111002, sold 15 Feb 2022, still under warranty, although the fault may not be covered, as it may be a battery leak:	
Department		R.D shows on the display.	
Position	Show Program Organiser	We have replaced the batteries.	
Company Phone	01403 740128	But the display turns on for 10 secs and then shuts off again.	
Direct Phone	01403 286408	The batteries appear very loose inside.	
Opera Account	CID16846	We have noticed green marking around the red terminal where the battery sits.	
Email	lisa@flintandflame.co.uk	24/Aug/2023 Robert Connor	
Order Number		Received 1 x ultramax s/n GJ48111002, with batteries installed and blue silicone cover.	
Viamed ORD Number	RVM145360-1	30/Aug/2023 Catherine Spence	
Date Received Into building	24 Aug 2023	with engineer	
Issues?	306209	31/Aug/2023 Catherine Spence	
		getting a replacement unit from Viamed as per Derek Lamb	

LINKED ISSUE NOTES:
[306209](#):
AutoGenerated Issue SRS68554 Appears to be Complete

13 Sep 2023 Catherine Spence
passed back to vandagraph

Items for Repair

SRN	Equipment	Stock Reference	Barcode	Serialnumber	Description	Warranty New	Warranty Repair	Status	Repair Code	Time (H:M)
SRN35974	Oxygen Analyser	0111265 Requires Service Manual Linking in System	 1951109	GJ48111002	Oxygen analyser Ultramax	Yes	No	Return To Supplier 08 Sep 2023 Michael Green	Intermittent power	00:00

SRN35974 Engineer Notes: **INTERNAL NOTES not for customer discussion**
30/Aug/2023 Michael Green
The Ultramax analyser has been tested. The unit has an intermittent power fault.
08/Sep/2023 Michael Green
The Ultramax analyser has been replaced under warranty with SN:JG59411009.

Currently Viewing ITEM SRN35974 Oxygen Analyser 0111265 GJ48111002 Oxygen analyser Ultramax

[Create a Meeting Issue](#)

Items Requested for Repair					Item notes	Engineer Notes	Notes To Customer
Item	Qty	By	Date Requested	Status	The Ultramax analyser has been replaced under warranty with SN:JG59411009.	30/Aug/2023 Michael Green The Ultramax analyser has been tested. The unit has an intermittent power fault. 08/Sep/2023 Michael Green The Ultramax analyser has been replaced under warranty with SN:JG59411009.	The Ultramax analyser has been replaced under warranty with SN:JG59411009.
0111265	1	Michael Green	08/Sep/2023	completed			

0111265 JG59411009 2311122