



Main Account <viamedinbox@gmail.com>

RE: Warranty claim for R-17MED oxygen sensor

1 message

Philip <philip_tan@junnimed.com>

17 December 2023 at 04:50

To: kate.griffiths@viamed.co.uk

Hi Kate,

Thank you for your email.

Can you please proceed to send us the replacement sensor first?

Kind Regards,

Philip

JUNNIMED SERVICES PTE LTD

15 Changi North Street 1,

i-LOFTS@Changi, #01-20,

Singapore 498765.

Tel: +65 65467737

Fax: +65 65467747

Mobile: +65 81611238

Email: philip_tan@junnimed.com

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Kate Griffiths**Sent:** Thursday, 14 December 2023 5:15 pm**To:** Philip <philip_tan@junnimed.com>**Subject:** Re: Warranty claim for R-17MED oxygen sensor

Good morning Philip,

We are ready to send you a R-17MED sensor, replaced under warranty. Would you like it to be shipped in a few days time, or 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>

Email kate.griffiths@viamed.co.uk

Tel: +44 (0)1535 634542

Fax: +44 (0)1535 635582

Twitter: twitter.com/ViamedLtd

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Company registered in England, No. 01291765.

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On Fri, 27 Oct 2023 at 14:27, Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Good afternoon Philip,

I can see that you purchased the R-17MED in May 2023, warranty is 18 months so yes, this sensor is still under warranty.

Please could the reference number SRS68620 be quoted on any paperwork you include when you send us the sensor?

Upon receipt of the sensor, the repairs team will look at it and then we will contact you about a warranty replacement.

The address to return it to is as follows:

Viamed Ltd
Repairs Team SRS68620
15 Station Road
Cross Hills
Keighley
West Yorkshire
BD20 7DT
UK

Many thanks.

Kind regards

Kate Griffiths

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On Fri, 27 Oct 2023 at 14:06, Philip <philip_tan@junnimed.com> wrote:

Hi Kate,

I would like to ask if I can claim warranty for this oxygen sensor SN: 917130?

My customer has complain that this sensor is faulty as the reading would decrease and increase by itself even when the monitor is not in use.

Kind Regards,

Philip

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