



Cathy Green <viamed.cathy.green@gmail.com>

RE: SRS68518

1 message

Ashley Davies <ashley@thamesmedical.com>
To: cathy.green@viamed.co.uk

11 January 2024 at 14:25

Hi Cathy,

I have only just caught up with Mike. Yes please can we go ahead with the exchange unit.

Thank you again.

Kind regards

Ashley

Ashley Davies
Office Manager
T: 01903 522911**From:** Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Cathy Green
Sent: 11 January 2024 11:34
To: Ashley Davies <ashley@thamesmedical.com>
Subject: SRS68518

Dear Ashley

Following on from our conversation.

SRS68518 IRMA 223273 Damaged connector

We have tried a number of attempts to replace this connector with out success, and now the IRMA is intermittent .

We have located a old service exchange unit that we have tested . If your customer is willing to accept this as a service exchange for their unit, we could supply this unit free of charge as a good will gesture. Please note that as this is a service exchange unit this would not come with any warranty.

If this is offer is accepted then we will turn this repair round asap.

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Kind regards

Cathy Green

Viamed Ltd.

<http://www.viamed.co.uk>

Email: Cathy.Green@viamed.co.uk

Tel: +44 (0)1535 634 542

Fax: +44 (0)1535 635 582

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