
Faulty Chip-Ox

2 messages

michael.green@viamed.co.uk <viamed.michael.green@gmail.com>

17 January 2024 at 17:01

Reply-To: michael.green@viamed.co.uk

To: "Froehlich, Heidi" <h.froehlich@bluepoint-medical.com>

Hi Heidi,

I have a VM-2160 Vet unit with a fault (SN:T2201110022). I believe this should be under warranty. The fault is the Chip-Ox PCB. The rest of the unit is working as expected. Would you prefer that I send the whole unit to you, or just the Chip-Ox?

--

Regards,

Michael Green
Technical Support
Viamed Ltd.

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

email: michael.green@viamed.co.uk

Tel: +44 (0)1535 634542

Fax: +44 (0)1535 635582

Twitter: twitter.com/ViamedLtd

Facebook Page: Search for Viamed Ltd

GDPR / Privacy Policy available at www.viamed.co.uk/policy

Company registered in England, No. 01291765.

E-mail Disclaimer

The information in this email is confidential and may be legally privileged.

It is intended solely for the addressee. Access to this email by anyone else is unauthorized.

If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful.

If you feel you have received this email in error or would like to be removed from our mailing list, please reply with delete in the subject line or call +44 (0)1535 634542

[Sent via gmail]

Froehlich, Heidi <h.froehlich@bluepoint-medical.com>

18 January 2024 at 06:54

To: "michael.green@viamed.co.uk" <michael.green@viamed.co.uk>

Hi Michael,

You can send only the ChipOx, if you are sure it is the reason for defect.

I want to analyze it.

We very seldom have defective ChipOx modules.

Best regards,

Heidi

Mit freundlichen Grüßen

Best regards

Heidi Fröhlich

bluepoint medical GmbH & Co. KG

[An der Trave 15](#)

[23923 Selmsdorf, Germany](#)

tel: [+49-\(0\)-38823-5488-20](tel:+49-(0)-38823-5488-20)

fax: [+49-\(0\)-38823-5488-29](tel:+49-(0)-38823-5488-29)

email: h.froehlich@bluepoint-medical.com

web: <http://www.bluepoint-medical.com>

Trade register: Schwerin, Reg.-No.: HRA 2600

Diese E-Mail enthaelt vertrauliche und/oder rechtlich geschuetzte Informationen. Wenn Sie nicht der richtige Adressat sind oder diese E-Mail irrtuemlich erhalten haben, informieren Sie bitte sofort den Absender und vernichten Sie diese E-Mail. Das unerlaubte Kopieren sowie die unbefugte Weitergabe dieser E-Mail sind nicht gestattet.

This message may contain confidential and /or privileged information. If you are not the addressee or authorized to receive this for the addressee, you must not use, copy, disclose or take any action based on this message or any information herein. If you have received this message in error, please advice the sender immediately by reply e-mail and delete this message. Thank you for your cooperation.

[Quoted text hidden]