



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

Fwd: Servicecase Nr.: 6456 - 111235 - MX 300 Monitor SN:280966

1 message

Main Account <viamedinbox@gmail.com>

10 April 2024 at 11:42

To: Kate Griffiths <kate.griffiths@vmsecure.me.uk>

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

From: **Björn Borutzky - Mefina Medical** <b.borutzky@mefina-medical.de>

Date: Wed, 10 Apr 2024 at 11:29

Subject: Servicecase Nr.: 6456 - 111235 - MX 300 Monitor SN:280966

To: sarah.walton@viamed.co.uk <sarah.walton@viamed.co.uk>

Dear Mrs. Walton

We hereby submit the following product complaint /defect to the service case number stated in the subject line,

Subject: Service case Nr.: 6456 - 111235 - MX 300 Monitor SN:280966

Problem description: The appliance buzzes when the battery is inserted, but it cannot be switched on. After removing and reinserting the battery several times, the appliance switches on. The following error code is then displayed after calibration with 100% oxygen 0.002 The device also beeps 5 times.

We ask for a cost estimate for the repair.

We expect an initial written response within 3 working days. Please send this to tec@mefina-medical.de.

If you have any questions, please always quote the service case number.

Mit freundlichen Grüßen

Mefina Medical

i.A.

Björn Borutzky

Leiter Help Desk & Disposition

Head of Help Desk & Staff Planning

Effiziente Lösungen für mehr Fortschritt und Sicherheit

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Online: mefina-medical.de / medSim.de / aed-geräte.de

App: [Service-App](#) - **einfach. direkt. komfortabel.**

Durchwahl/direct number: +49 (0) 21 04 / 8 33 80 - 40

Mefina Medical GmbH & Co. KG

[Falkenberger Weg 42, D-40699 Erkrath, Germany](#)

Zentrale/central number: +49 (0) 21 04 / 8 33 80 - 0

Amtsgericht Wuppertal, HRA 23202 | Finanzamt Düsseldorf-Mettmann, USt-IdNr. DE815270630

Persönlich haftende Gesellschafterin: Mefina Medical Verwaltungs-GmbH, Ringstr. 25, D-66506 Massweiler, Germany

Amtsgericht Zweibrücken, HRB 30586 | Geschäftsleitung: Felix Hüther, Andreas Keller, Timo Wogias

[Rechtliche Hinweise und Datenschutz](#)

Ist diese Mail nicht für Sie bestimmt, so bitten wir um eine kurze Nachricht. Anschließend löschen Sie bitte diese Mail, einschließlich eventueller Anlagen. Vielen Dank für Ihre Mithilfe.

If you are not the correct addressee, please inform us that you have received this e-mail by mistake, and delete it.

We thank you for your support.