



Aqib Majeed <viamed.aqib.majeed@gmail.com>

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## RE: Fetal heart simulator V1000 due for calibration

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**C M Hor** <cmhor@emstecmedical.com>  
To: Aqib Majeed <aqib.majeed@viamed.co.uk>

21 May 2024 at 10:13

Dear Aqib Majeed,

Yes, I am sending the faulty Oxygen sensor together with Fetal Heart Simulator in the same box, please generate another return number for the O2 sensor.

Best regards

CM Hor

Emstec Services

**From:** Aqib Majeed [mailto:[aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)]  
**Sent:** Tuesday, May 21, 2024 4:29 PM  
**To:** C M Hor <[cmhor@emstecmedical.com](mailto:cmhor@emstecmedical.com)>  
**Subject:** Re: Fetal heart simulator V1000 due for calibration

Hello

Good morning

Thank you for your email.

You can send them back in the same box but we will need to send you a separate SRS number for the faulty oxygen sensor.

Please let me know if you are going to send it back so I can generate you another returns number.

Kind regards

Aqib Majeed

Office Administrator

Viamed Ltd.

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

email: [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)

Tel: +44 (0)1535 634542

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On Tue, 21 May 2024 at 09:20, C M Hor <[cmhor@emstecmedical.com](mailto:cmhor@emstecmedical.com)> wrote:

Dear Aqib Mejeed,

Thank you for the Return Number.

One piece of Oxygen sensor which found faulty when open from packing and fix to the machine, OOM113 s/n: A100991, can I pack it together with Fetal Heart simulator V1000 and send back to you for your analysis.

Please advise.

Best regards

CM Hor

Emstec Services

**From:** Aqib Majeed [mailto:[aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)]  
**Sent:** Friday, May 17, 2024 6:00 PM  
**To:** C M Hor <[cmhor@emstecmedical.com](mailto:cmhor@emstecmedical.com)>  
**Subject:** Re: Fetal heart simulator V1000 due for calibration

Hello

Good morning

Thank you for your email.

Your returns reference number is **SRS68785**.

If you could please return the unit to us, using reference **SRS68785** on any paperwork and packaging. Please return your unit to the following address:

Viamed Ltd  
Returns Department **SRS68785**  
15 Station Road  
Cross Hills  
Keighley  
BD20 7DT  
  
United Kingdom

When returning a product to us, please may we ask that they are returned with the batteries removed, also could the device also be returned with a certificate of decontamination status? This can just be something stating whether the item **has or has not been fully decontaminated**, that would be acceptable.

Once received and examined, we will be in touch with a quote for the cost of the service or anything else that needs doing, from which you can raise a purchase order if required.

Kind regards

Aqib Majeed

Office Administrator

Viamed Ltd.

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

email: [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)

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On Fri, 17 May 2024 at 10:17, C M Hor <[cmhor@emstecmedical.com](mailto:cmhor@emstecmedical.com)> wrote:

Dear Aqib Majeed,

I would like to send my Fetal Heart simulator V1000 to Viamed for calibration, serial number: PR02041A11, please provide me the return reference number.

I look forward to your reply soon.

Best regards

CM Hor

Emstec Services

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