



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

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## Re: Question - R22A

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**mohammad kazemi** <kazemi\_bidhendi@yahoo.com>

7 August 2024 at 11:53

Reply-To: mohammad kazemi <kazemi\_bidhendi@yahoo.com>

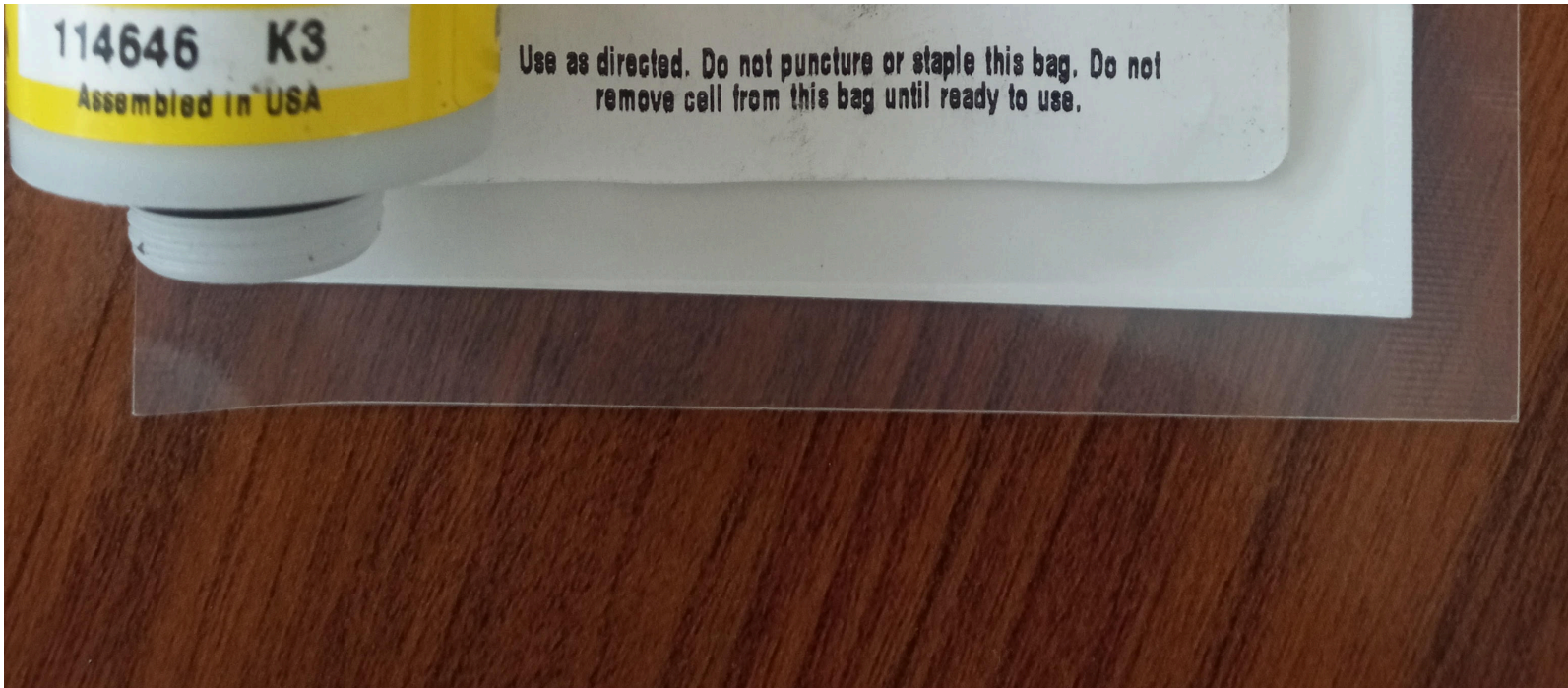
To: Aqib Majeed <aqib.majeed@viamed.co.uk>

Yes









On Wednesday, August 7, 2024 at 02:03:49 p.m. IRST, Aqib Majeed <[aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)> wrote:

Hello

Good morning

Thank you for your email.

Can you please send me the serial number for the device.

Kind regards

Aqib Majeed  
Office Administrator  
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email: [aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)  
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On Wed, 7 Aug 2024 at 11:19, mohammad kazemi <[kazemi\\_bidhendi@yahoo.com](mailto:kazemi_bidhendi@yahoo.com)> wrote:

Dear Aqib,  
I am fine you are well .  
Unfortunately a sensor isn't working (voltage is zero ) . We bought this sensor at mid the March . Please kindly and guidance me about broken sensors for guaranty and warranty support because till now we bought 40 pcs from this sensors and we will buy again next month . Also , broken sensor is attachment .  
Best regards

On Monday, August 5, 2024 at 02:16:58 p.m. IRST, mohammad kazemi <[kazemi\\_bidhendi@yahoo.com](mailto:kazemi_bidhendi@yahoo.com)> wrote:

Dear Aqib,  
Thanks for your feedback .  
Best regards

On Monday, August 5, 2024 at 01:55:14 p.m. IRST, Aqib Majeed <[aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)> wrote:

Hello Kazemi

Good morning

That is correct, they are both made in USA.



Please let me know if I can assist with anything else.

Kind regards

Aqib Majeed  
Office Administrator  
Viamed Ltd.

<http://www.viamed.co.uk>  
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On Mon, 5 Aug 2024 at 11:22, mohammad kazemi <[kazemi\\_bidhendi@yahoo.com](mailto:kazemi_bidhendi@yahoo.com)> wrote:

Dear Aqib,  
Thanks for your feedback .  
Both of them are made in USA ?  
Best regards

On Monday, August 5, 2024 at 12:47:02 p.m. IRST, Aqib Majeed <[aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)> wrote:

Hello Kazemi

Good morning



Please accept my reply on behalf of my colleague Kate as she is on annual leave.

There is no difference between the sensors as they are identical, the only difference is the packaging.

We have now preferred the sealed bags as we can inspect the sensors without opening the package whereas with the tinned packaging we could not inspect the sensor until the tin was opened.

Please let me know if I can assist with anything else.

Kind regards

Aqib Majeed  
Office Administrator  
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