



Aqib Majeed &lt;viamed.aqib.majeed@gmail.com&gt;

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**Fwd: Question - R22A**

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**Main Account** <viamedinbox@gmail.com>

19 August 2024 at 11:48

To: Aqib Majeed &lt;aqib.majeed@vmsecure.me.uk&gt;

This one was in spam

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

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

Date: Mon, 19 Aug 2024 at 11:46

Subject: Re: Question - R22A

To: Aqib Majeed &lt;aqib.majeed@viamed.co.uk&gt;

Dear Aqib,

I am hope you are well .

Customer say me that after some days sensor voltage is 10 mv and sensor working . Have you ever come across such cases?

Best regards

On Wednesday, August 14, 2024 at 03:15:40 PM GMT+3:30, mohammad kazemi &lt;kazemi\_bidhendi@yahoo.com&gt; wrote:

Good afternoon ,

I say user send me and after i send to you .

Best regards

On Wednesday, August 14, 2024 at 03:03:56 p.m. IRST, Aqib Majeed &lt;aqib.majeed@viamed.co.uk&gt; wrote:

Hello

Good afternoon

You will need to ship straight away.

For other faulty sensors we will have to send you another SRS number for you to return them.

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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Twitter: [twitter.com/ViamedLtd](https://twitter.com/ViamedLtd)  
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On Wed, 14 Aug 2024 at 12:31, mohammad kazemi <[kazemi\\_bidhendi@yahoo.com](mailto:kazemi_bidhendi@yahoo.com)> wrote:

Dear Aqib,  
Thanks for your support .  
How long can we ship?  
Because I want using other sensors till next month and after send you .  
Best regards

On Wednesday, August 14, 2024 at 11:44:36 a.m. IRST, Aqib Majeed <[aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)> wrote:

Hello

Good morning

I have also attached below the invoice which you need to print of a couple of copies of and attach to parcel.

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 Wed, 14 Aug 2024 at 09:09, Aqib Majeed <[aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)> wrote:

Hello

Good morning

Hope all is well.

This is email is in regards your return srs68871.

I have attached the UPS Label for you below so this return will not cost you anything.

Once the sensor is all packed up, please can you return this sensor to us as soon as possible by contacting your local UPS depot and asking them to collect.

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

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 Wed, 7 Aug 2024 at 13:16, mohammad kazemi <[kazemi\\_bidhendi@yahoo.com](mailto:kazemi_bidhendi@yahoo.com)> wrote:

Good afternoon.  
Yes, I understand. Please keep this item in our file so that the others can be used and if the sensors is broken, I will send it together  
Regards

On Wednesday, August 7, 2024 at 03:32:30 p.m. IRST, Aqib Majeed <[aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)> wrote:

Hello

Good afternoon

Yes, but they need to be from the same order from March.

So are you not going to send the x1 sensor?

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 Wed, 7 Aug 2024 at 12:56, mohammad kazemi <[kazemi\\_bidhendi@yahoo.com](mailto:kazemi_bidhendi@yahoo.com)> wrote:

OK, so we can send you the damaged sensors before that date for testing and replacement.  
Thanks

On Wednesday, August 7, 2024 at 03:18:48 p.m. IRST, Aqib Majeed <[aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)> wrote:

Hello

Good afternoon

The Oxygen sensors have a warranty period of 12 months from the date of delivery.

The warranty expires in March 2025.

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 Wed, 7 Aug 2024 at 12:35, mohammad kazemi <[kazemi\\_bidhendi@yahoo.com](mailto:kazemi_bidhendi@yahoo.com)> wrote:

Hello,  
Thanks for your feedback.

Best regards

How many days and months does this sensor have a warranty for replacement  
I want to use all the sensors and send them to you after knowing the number of failures. Because sending 1 sensor is not economical.

On Wednesday, August 7, 2024 at 02:49:13 p.m. IRST, Aqib Majeed <[aqib.majeed@viamed.co.uk](mailto:aqib.majeed@viamed.co.uk)> wrote:

Hello

Good morning

I have had a check and this oxygen sensor is still under warranty.

So you will need to send the faulty sensor back to us stating your returns number **SRS68871**, I will send you a UPS returns label so you can send this back to us

This returns number (**SRS68871**) needs to be visible on all paperwork and packaging you are sending to us alongside the sensor.

Please send it to the below address:

**Viamed Ltd**  
**Repairs Team SRS68871**  
**15 Station Road**  
**Crosshills**  
**Keighley**  
**BD20 7DT**

Upon receipt of sensor ther repairs team will see what is the problem and possibly replace the sensor.

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

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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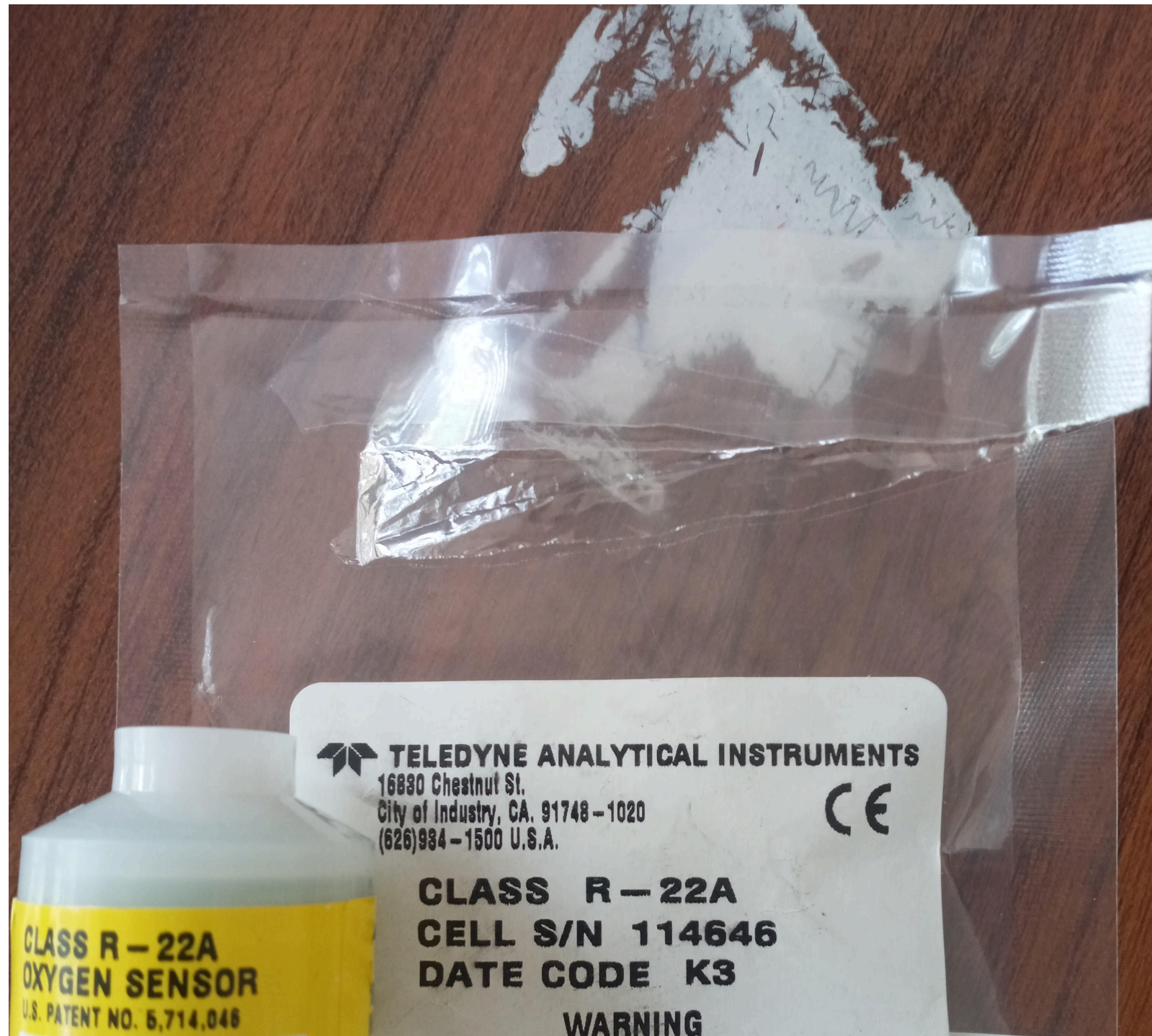
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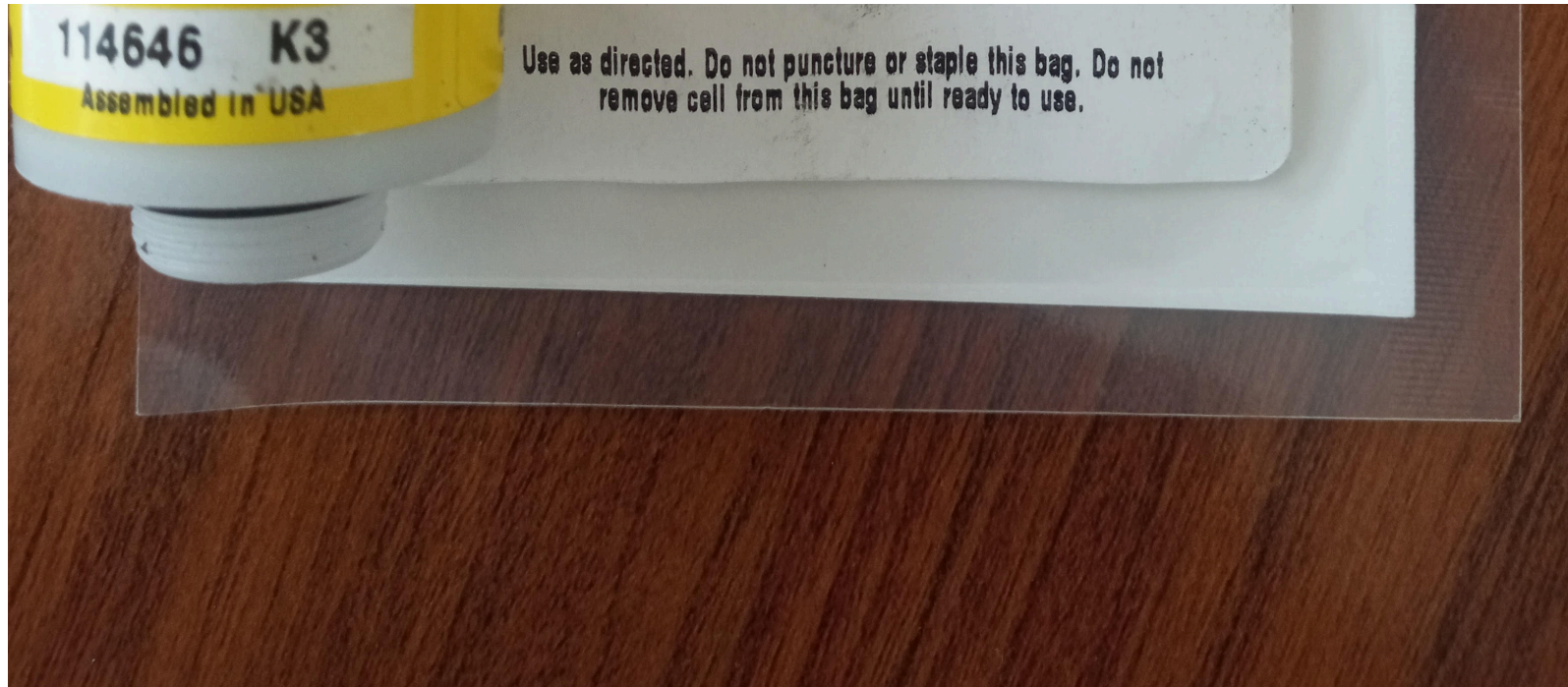
On Wed, 7 Aug 2024 at 11:53, mohammad kazemi <[kazemi\\_bidhendi@yahoo.com](mailto:kazemi_bidhendi@yahoo.com)> wrote:

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  
Viamed Ltd.

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

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

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

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

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