



Kate Griffiths &lt;viamed.kate.griffiths@gmail.com&gt;

**RE: Repair Query**

1 message

**Ashley Davies** <ashley@thamesmedical.com>  
To: Kate Griffiths <kate.griffiths@viamed.co.uk>

3 October 2024 at 10:36

Morning Kate,

Thank you for the reply, I have now got the unit in hand. SN-81030155. If I could please have an SRS number for the repair.

I also have another which I believe is in need of a screen upgrade but require a check and quote before any work takes place if possible? SN91240138

Hope your week is going well.

Kind regards

Ashley

**Ashley Davies**  
Office Manager  
T: 01903 522911



**From:** Kate Griffiths [mailto:[kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)]  
**Sent:** 01 October 2024 11:17  
**To:** Ashley Davies <[ashley@thamesmedical.com](mailto:ashley@thamesmedical.com)>  
**Subject:** Re: Repair Query

Good morning Ashley.

Thank you for your email.

I estimate the turnaround time to be 5-6 weeks from receipt of the device.

Looking at your previous repairs, the power supply is not included. This would be added to your repair quote. Please see snip below of a previous repair for your team:

4420598	Power Supply for VM-2500 Series Capnographs Does not include a plug adapter.	1	34.35
4430607	UK Plug Adapter for use with VM-2500 Series Capnograph Power Adapter (Version 4 - 4420598)	1	5.10

Please let me know if you require a returns reference number. I would need the serial number of the device if possible.

I hope this helps.

Kind regards

Kate Griffiths

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On Tue, 1 Oct 2024 at 09:35, Ashley Davies <[ashley@thamesmedical.com](mailto:ashley@thamesmedical.com)> wrote:

Good afternoon,

I have a client that sounds like they are in need of a power upgrade repair on their Viamed VM2500M. Do you think you could give me a rough estimate of turnaround time as they are planning on when best to send to us.

Additionally, I am having a small amount of brain rot and cant repair if the "Power Upgrade Kit" comes with the power adaptor or whether we would need to add this to an order separately?

Kind regards

Ashley

**Ashley Davies**  
Office Manager  
T: 01903 522911

