



Cathy Green <viamed.cathy.green@gmail.com>

Fwd: FW: Viamed

1 message

Kate Griffiths <kate.griffiths@viamed.co.uk>
To: Cathy Green <cathy.green@viamed.co.uk>

8 January 2025 at 13:08

Kind regards

Kate Griffiths

<http://www.viamed.co.uk>Email kate.griffiths@viamed.co.uk

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Company registered in England, No. 01291765.

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

From: **Ryan Swaine** <ryan.swaine@viamed.co.uk>

Date: Wed, 8 Jan 2025 at 13:02

Subject: Fwd: FW: Viamed

To: Kate Griffiths <kate.griffiths@viamed.co.uk>, Aqib Majeed <aqib.majeed@viamed.co.uk>, Sophie Lines <sophie.lines@viamed.co.uk>

Hi

This is in relation to IMTC SRS68947.

I assume at some stage you will be asked to put the order on for the replacement sensors and as I am away next week, please speak with Haya if you have any questions.

Thank you, Ryan

Ryan Swaine

International Sales Manager

VIAMED

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

From: **Haya Atia** <Haya@imtc.co.il>

Date: Wed, 8 Jan 2025 at 12:42

Subject: FW: Viamed

To: ryan.swaine@viamed.co.uk <ryan.swaine@viamed.co.uk>

Dear Ryan.

According to your e-mail.

1. Please send back the sensors that were not supplied by you and the two that were out of warranty. I need to show them to our costumer.
2. Please send a list of all the sensors that you replace.
3. To avoid a double payment to customs for the exchange, please send the sensors with doc. Indicating the serial numbers of the sensors that you received.
4. I will ask my agent to pick the goods.

Thank you in advance.

Best regards.

Haya Atia

Operations Manager

Int'l Medical Trade & Consultants (I.M.T.C.) Ltd

P.O.B. 8508 Rishon Le Zion ,ISRAEL

Phone : (972)8-6636637 : Fax :(972)8-6767603

Mobile : (972)548-109999: Email :haya@imtc.co.il



From: Ryan Swaine <ryan.swaine@viamed.co.uk>
Sent: Wednesday, January 8, 2025 1:42 PM
To: Avram Bratspiess <Avram@imtc.co.il>
Subject: Re: Viamed

Thanks Avram

I will deal with it at our side.

Just to let you know we will dispose of the sensors that were not supplied by us and the two that were out of warranty.

Best regards

Ryan

Ryan Swaine
International Sales Manager
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On Mon, 6 Jan 2025 at 13:22, Avram Bratspiess <Avram@imtc.co.il> wrote:

GOOD AFTREER NOON

THANKS FOR THE RESPONSE

PLS NOTE THAT AS PART OF THE RTN WAS THE FACT THAT SENSORS (IN ORIGINAL PACKAGE WERE WITH OLD MFR. DATE WHICH NONE OF OUR CUSTOMERS ACCEPTED AND AS METTER OF FACT CAUSE US HUGE DAMAGE TO OUR REPUTATION

AND WE HAD TO REPLACE ALL DELIVERD CELLS AT **NO CHARGE**

IN LINE WITH THIS PARTICULAR SITUATION I WILL HIGHLY APPRECIATE IF YOU WILL REPLACE ALL CELLS

I AM SURE YOU UNDERSTAND OUR VERY SENSETIVE AND CRITICAL SITUATION (IMTC and VIAMED)
FOR FUTURE ORDERS AND WILL AGREE TO REPLACE THE CELLS

PLS CONFIRM

THANKS FOR YOUR UNDERSTANDING AND SUPPORT

AVRAM

From: Ryan Swaine <ryan.swaine@viamed.co.uk>
Sent: 6 January, 2025 3:12 PM
To: Avram Bratspiess <Avram@imtc.co.il>
Subject: Viamed

Hi Avram

I hope this email finds you well and all the very best for the new year.

In regards to the sensors you returned, I am sorry for the delay in getting back to you. We have tested the sensors in both Air and O2 and checked the linearity, please find the results below:

37 sensors received (41 were stated on your delivery note?)

- 6x had no output, either there is a fault or they have been exhausted.
- 9x showing signs of a linearity issue.
- 2x no output, but out of warranty.
- 4x no output, but not supplied by Viamed.
- 21x sensors operating within specification and linear.

Normally we would replace the failures that are within warranty (15) and return the sensors with no fault found (21). Please let me know your thoughts in regards to this.

Best regards

Ryan

Ryan Swaine
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