

SL Full, CS 09:00:00 AM For 7 Hours

[SRS69142 SRN](#)**Thames Medical Ltd**

 CID5761 Opera **00011982** Type: **Vet Company Distributor UK**
Thames Medical Ltd Thames House, 8A Becket Garden, Worthing, West Sussex, BN13 2BW, UK
Tel **01903522911** GBP Distributor (0002)  Log Call  Add Issue
Credit Credit Cr 30 Days after date of invoice Credit Limit 0.00GBP

 Account Home

 Main Details

 Account Memos

 Sales History

 Stock References

 Cust./Supp. Returns

 Service Visits

 Distributor Agreements

 Documents Files

 Linked Issues

 Regulatory Agreements

SRS69142

SRS Created : 03 Jun 2025
Created By Kate Griffiths
Add Watch

[Print Barcodes](#)
[Print A4 Sheet](#)
[Split Items into Different SRS Numbers](#)
[Edit Details](#)

Upload Document to SRS

ADD DOCUMENT TO SRS : Document Description	Choose a file to upload: Choose file No file chosen
Next	

Handle with care

Add Items to Supplier Returns Box

- ☐ Return for Credit / Return to Stock
Unopened - will apply to all items on srs
☐ Clear From System - Force from System.
- will apply to all items on srs

Add notes to SRS

Uploaded Documents

03 Jun 2025   SRS69142 SRN Kate Griffiths

Attachments

[SRS69142 SRN](#)

Service Repair Sheet 69142		Notes
Company / Hospital	Thames Medical Ltd	Customer has a VM2500M 80230157 that requires a screen repair due to a crack. Also a damaged power port tho the client does not use the rechargeable battery. They need a quote for the screen repair and a second one for screen repair and power port upgrade 03/Jun/2025 Kate Griffiths
Contact Name	Ashley Davies	
Department		
Position		Customer has a VM2500M 80230157 that requires a screen repair due to a crack. Also a damaged power port though the client does not use the rechargeable battery.
Company Phone	01903522911	
Direct Phone	01903522911	They need a quote for the screen repair AND A 2ND ONE for screen repair and power port upgrade. Unable to locate s/n on system
Opera Account	00011982	
Email	ashley@thamesmedical.com	

Order Number		04/Jun/2025 Robert Connor
Viamed ORD Number		Received 1 x VM-2500-M-Vet s/n 80230151, with mounting plate and silicone cover, rev 2 power connector, one pin broken off and other 2 bent.
Date Received Into building	04 Jun 2025	10/Jun/2025 Michael Green
Type	Quote Before Repair Move to Repair	For the comprehensive repair the Capnograph will need a new case and power supply.
Issues?		0.5 x hour 4440000 Labour - VM-2500 Capnograph 1 x 4400080 Complete VM-2500-M Case Housing rev.2 1 x 4420598 Power supply for use with VM-2500 Series 1 x 4430607 UK Plug Adapter for use with VM-2500
		For the partial repair the Capnograph will need a new display window. 0.25 x hour 4440000 Labour - VM-2500 Capnograph 1 x 4430021 Display Window for VM-2500-M

Items for Repair

...										
SRN	Equipment	Stock Reference	Barcode	Serialnumber	Description	Warranty New	Warranty Repair	Status	Repair Code	Time (H:M)
SRN37937	Capnograph	4410530 Requires Service Manual Linking in System	 802403	80230151	Capnograph VM 2500-M Vet	No	No	Unfinished 10 Jun 2025 Michael Green	Display Fault	00:30
SRN37937 Engineer Notes: INTERNAL NOTES not for customer discussion 10/Jun/2025 Michael Green The Capnograph VM 2500-M Vet has been tested. The display window is damaged. The OLED display is working as expected. The unit has a damaged version 2 power input connector.										

Currently Viewing ITEM SRN37937 Capnograph 4410530 80230151 Capnograph VM 2500-M Vet

[Create a Meeting Issue](#)

Items Requested for Repair					Item notes	Engineer Notes	Notes To Customer
Item	Qty	By	Date Requested	Status	Non Supplied	10/Jun/2025 Michael Green The Capnograph VM 2500-M Vet has been tested. The display window is damaged. The OLED display is working as expected. The unit has a damaged version 2 power input connector.	Non added Yet
4440000	0.5	Michael Green	10/Jun/2025	Quote			
4400080	1	Michael Green	10/Jun/2025	Quote			
4420598	1	Michael Green	10/Jun/2025	Quote			
4430607	1	Michael Green	10/Jun/2025	Quote			

ISO REVIEW

Standard customer - repair

Instructions

Standard customer - repair

Normal customer repair, No requirement to escalate to a complaint No non conformances