



Main Account &lt;viamedinbox@gmail.com&gt;

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**Viamed VM-2500-S unit (SN A1906160003)**

1 message

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**BMI Service** <service@bensonmedical.ca>

31 July 2025 at 14:03

To: technical@viamed.co.uk

Good Morning,

We have a client who is having some issues with their Viamed VM-2500-S unit (SN A1906160003) .

Apparently, the unit is not reading the CO2 correctly. According to the client, when in use, the unit reads a flat or low CO2 measurement that does not correspond to the breathing pattern. The unit then stops and begins to flash red around the connection point.

Our sales rep. did do some trouble shooting with the client such as erase data, change lines, etc. But the issue still persists. It was purchased in June of 2019 and I am not certain if there is still an existing warranty. If not, could you please provide a RMA # and an estimate for repair?

Thank you,

Jim S.