

## Tidbury Tracy (RKB) MEBS Supplies Co-ordinator

**From:** Sophie Lines <sophie.lines@viamed.co.uk>  
**Sent:** 14 August 2025 16:32  
**To:** Tidbury Tracy (RKB) MEBS Supplies Co-ordinator; Burrows Alan (RKB) Specialist  
Biomedical Engineering Technologist  
**Subject:** Fwd: Faulty Oxygen Sensors R-30V - Delivery Note DVM157212-1 - PO 999007898

Good afternoon,

Further to my earlier email, our Sales Director has confirmed the problem with this sensor has now been identified and rectified. Please accept our sincere apologies for the faulty sensors you received. We will send you out replacements as soon as we receive your return.

Kind regards

Sophie Lines

Viamed is now enacting hybrid working to allow sales and admin staff to work remotely and in the office. Telephone calls to the main office will be answered, but please continue to use email where possible.

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On Thu, Aug 14, 2025 at 2:48 PM Main Account <viamed@nhs.uk> wrote:

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

**From:** Sophie Lines <sophie.lines@viamed.co.uk>  
**Date:** Thu, Aug 14, 2025 at 3:11 PM  
**Subject:** Re: Faulty Oxygen Sensors R-30V - Delivery Note DVM157212-1 - PO 999007898  
**To:** Tidbury Tracy (RKB) MEBS Supplies Co-ordinator <Tracy.Tidbury@uhcw.nhs.uk>

Good afternoon,

Thank you for your email. I am sorry to hear you are experiencing issues with your R-30V Oxygen Sensors. We would very much like to investigate this for you.

I would be grateful if you could please return the sensors to us using returns reference **SRS69213** on all packaging and accompanying paperwork to the following address: