



Kate Griffiths <viamed.kate.griffiths@gmail.com>

RE: Warranty?

2 messages

Stephen Ault <service@genationwide.co.uk>

29 September 2025 at 08:33

To: Kate Griffiths <kate.griffiths@viamed.co.uk>

Cc: Alan Pierdziwol <info@genationwide.co.uk>, Kate Griffiths <office@viamed.co.uk>

Morning Kate

Hope you are well

NOT AN ORDER

We fitted an o2 sensor s/n 269669 6th August 2025

Last Friday 25th September our customer called us as there machine was throwing up an o2 sensor faulty warning and stopped them from using gas analyser.

I believe the o2 sensor would have been purchased from one of the attached stock orders we placed.

So this would be within the 12months warranty?

What is the warranty procedure to get a new one?

Do we have to send faulty one back? If so could you confirm address?

Regards

Stephen Ault

Service Manager