



Sophie Lines <viamed.sophie.lines@gmail.com>

Important: Incorrectly Labelled Oxygen Sensors – Action Required

1 message

Sophie Lines <sophie.lines@viamed.co.uk>

Wed, Oct 22, 2025 at 2:40 PM

To: deirdre.evans@hc21.group

Cc: cathy.green@vmsecure.me.uk, Helen.lamb@vmsecure.me.uk

Bcc: Main Account <viamedinbox@gmail.com>

Good afternoon,

I'm reaching out regarding your recent order with us – **70004698**.

We've identified an issue affecting a batch of oxygen sensors that were incorrectly labelled as MAX-250E, while the sensors inside the packaging are a different type. Unfortunately, the 10x MAX-250E sensors shipped to you on 15th October are part of this batch (please refer to Line 1 on the attached delivery note).

To resolve this promptly, we kindly ask that you return the affected units (if still in your possession) at your earliest convenience. A prepaid returns label will be emailed to you shortly for this purpose.

We are also arranging for 10x correctly labelled MAX-250E sensors to be sent to you as soon as possible.

We sincerely apologise for any inconvenience this may have caused and truly appreciate your cooperation in helping us correct the issue quickly.

If you have any questions or need further assistance, please don't hesitate to contact me.

Kind regards

Sophie Lines
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Check out our product portfolio at:

www.viamed.co.uk/productportfolio

Meet us at MEDICA 2025:

17th – 20th November, Düsseldorf

UK Pavilion – Hall 16, Stand H03-1

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