



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

RE: RMA request maintenance/calibration V1000 25-21514

1 message

Contracts TD <contractadministration@arseus-medical.be>

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

Cc: Zoey Teal <zoey.teal@viamed.co.uk>, Kevin Solbreux <kevin.solbreux@arseus-medical.be>

Hello Kate,

Your quotation is hereby approved, you may proceed with the functional check.

Met vriendelijke groeten / Meilleures salutations / Kind Regards,**Stéphane Palmans***Technical department*Info.tech@arseus-medical.be

T. +32 800 76 998 (BE)

T. +31 30 687 62 35 (NL)

Retouradres BE-NL

Arseus Medical

[Rijksweg 10](#)[BE – 2880 Bornem](#)**Service & Helpdesk Nederland**T. + 31 30 6876235 **(NIEUW!)**E. info.tech@arseus-medical.nl

Bereikbaar op werkdagen van 8.00 - 17.00

Contact & retouradres:

Rijksweg 10, 2880 Bornem (België)

From: Kate Griffiths <kate.griffiths@viamed.co.uk>**Sent:** Monday, 3 November 2025 12:19**To:** Contracts TD <contractadministration@arseus-medical.be>; Kevin Solbreux <kevin.solbreux@arseus-medical.be>; Watch Box Tech <Info.tech@arseus-medical.be>**Cc:** Zoey Teal <zoey.teal@viamed.co.uk>**Subject:** Re: RMA request maintenance/calibration V1000 25-21514

Good morning,

Please see attached quotation relating to the service and functional check of your V1000 Foetal Heart Simulator S/N:PR02586A13.

The service team would proceed if you agree.

Kind regards

Kate Griffiths

Office Administrator

Viamed Ltd.

<http://www.viamed.co.uk>

Email kate.griffiths@viamed.co.uk

Tel: +44 (0)1535 634542

Fax: +44 (0)1535 635582

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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On Tue, 14 Oct 2025 at 15:50, Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Good afternoon Stephane,

Thank you for your email.

Zoey now works in a different part of Viamed and her emails are not accessed every day. **Emails sent to orders@viamed.co.uk can be accessed by all of the office**

The returns reference number you need is **SRS69265**. Please could this reference number be quoted on any paperwork you include with the device?

Please could the device be returned with a certificate of decontamination status and no batteries.

The address is as follows:

Viamed Ltd

Service Team SRS69265

15 Station Road

Cross Hills

Keighley

BD20 7DT

United Kingdom

We will email a quotation when the repairs team have looked at your device and we would not proceed until you agree.

Many thanks.

Kind regards

Kate Griffiths

Office Administrator

Viamed Ltd.

<http://www.viamed.co.uk>

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On Tue, 14 Oct 2025 at 15:20, Contracts TD <contractadministration@arseus-medical.be> wrote:

Good afternoon,

I have a V1000 Fetal Heart Simulator with serial number Pr02586A13 I'd like to send you for maintenance/calibration. Could you provide me an RMA number for this?

Thank you.

Met vriendelijke groeten / Meilleures salutations / Kind Regards,



Stéphane Palmans

Technical department

Info.tech@arseus-medical.be

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T. +31 30 687 62 35 (NL)

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