



Cathy Green <viamed.cathy.green@gmail.com>

Re: RMA Request

1 message

Cathy Green <cathy.green@viamed.co.uk>
To: "Froehlich, Heidi" <h.froehlich@bluepoint-medical.com>
Bcc: Main Account <viamedinbox@gmail.com>

27 October 2025 at 08:09

Dear Heidi

Thank you for your email, we will go back to the customer and quote for a new IRMA.

Kind Regards
Cathy Green

On Mon, 27 Oct 2025 at 07:57, Froehlich, Heidi <h.froehlich@bluepoint-medical.com> wrote:

Dear Cathy,

Masimo and ourselves don't perform repair on the IRMA.

Because it is our of warranty, it is best you just offer the customer a new IRMA.

Defects that could possibly lead to this failure more are:

- Emitter and /or detector windows become less transparent due to cleaning with wrong cleaning agents
- The emitter loses power
- Mechanical internal defects
-

In these cases the IRMA needs replacement.

Thanks,

Heidi

Von: Cathy Green <cathy.green@viamed.co.uk>
Gesendet: Montag, 27. Oktober 2025 08:17
An: Froehlich, Heidi <h.froehlich@bluepoint-medical.com>
Betreff: Re: RMA Request

Dear Heidi

Thank you for your email.

I have just spoken to our engineer. We only received the IRMA from our customer, they did not supply their airway adapter, so we tested the IRMA on our capnograph using our own airway adapter, and it stated the same fault.

Kind Regards

Cathy Green

On Mon, 27 Oct 2025 at 07:01, Froehlich, Heidi <h.froehlich@bluepoint-medical.com> wrote:

Good morning Cathy,

A question regarding the case below:

Does "We have tested unit with a new sensor" mean that you exchanged the airway adapter of the IRMA?

Or does it mean you connected a new IRMA sensor to the Capnograph monitor and found the same message?



Thanks,

Heidi

Mit freundlichen Grüßen

Best regards

Heidi Fröhlich

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fax: +49-(0)-38823-5488-29

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Trade register: Schwerin, Reg.-No.: HRA 2600

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Von: Cathy Green <cathy.green@viamed.co.uk>
Gesendet: Donnerstag, 23. Oktober 2025 16:38
An: bluepoint MEDICAL Service <service@bluepoint-medical.com>
Betreff: Re: RMA Request

Dear Anja

In regards to the above request, I was wondering if you could advise, if this should be sent back to you for assessment.

Irma S/N:IR00134218 received 07/2023. unit it stating check CO2 adaptor all of the time. We have tested unit with a new sensor and it is still displaying the same message, please could you advise the best course of action.

Kind Regards

Cathy Green

On Thu, 23 Oct 2025 at 13:43, Cathy Green <cathy.green@viamed.co.uk> wrote:

Dear Anja

Please could we have a RMA for the attached paperwork, please advise what customs value you would like me to use.

--

Kind regards

Cathy Green

Goods Out / Stock Control Supervisor

Viamed Ltd.

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