



Cathy Green &lt;viamed.cathy.green@gmail.com&gt;

---

**RE: SRS69268**

1 message

---

**Ashley Davies** <Ashley@thamesmedical.com>  
To: Cathy Green <cathy.green@viamed.co.uk>

10 November 2025 at 10:27

Good morning,

Hope you had a great weekend.

Thank you for the update below, I have spoken to the client and they don't wish to repair at this time.

Kind regards,

## Ashley Davies

Office Manager & Lead Engineer



Telephone: 01903 522911

Email: [ashley@thamesmedical.com](mailto:ashley@thamesmedical.com)

Website: [www.thamesmedical.com](http://www.thamesmedical.com)

8 A'becket Gardens, Worthing, BN13 2BW

---

**From:** Cathy Green <[cathy.green@viamed.co.uk](mailto:cathy.green@viamed.co.uk)>  
**Sent:** Thursday, November 6, 2025 1:48 PM  
**To:** Ashley Davies <[Ashley@thamesmedical.com](mailto:Ashley@thamesmedical.com)>  
**Cc:** [kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)  
**Subject:** SRS69268

Dear Ashley

Thank you for your email yesterday. I can confirm that the IRMA unit is unable to be repaired.

We tested the unit on our machine and our adaptor and the same message is displayed. Masimo do not preform repairs on IRMA's, so I have quoted for a new replacement. unit which would include the IRMA and the Lemo connector adapter cable.

The main reason for the IRMAs to fail usually is through shock from being dropped.

--

Kind regards

Cathy Green

Goods Out / Stock Control Supervisor

Viamed Ltd.

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

Email: [cathy.green@viamed.co.uk](mailto:cathy.green@viamed.co.uk)

Tel: 44 (0)1535 634 542

Fax: 44 (0)1535 635 582

Twitter: [twitter.com/ViamedLtd](https://twitter.com/ViamedLtd)

Facebook Page: Search for Viamed Ltd

Company registered in England, No. 01291765.

E-mail Disclaimer

-----

GDPR / Privacy Policy available at [www.viamed.co.uk/policy](http://www.viamed.co.uk/policy)

The information in this email is confidential and may be legally privileged.

It is intended solely for the addressee. Access to this email by anyone else is unauthorized.

If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful.

If you feel you have received this email in error or would like to be removed from our mailing list, please reply with delete in the subject line or call 44 (0)1535 634542

-----