



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

Fwd: Viamed VM-2500-S

5 messages

Main Account <viamedinbox@gmail.com>
To: Kate Griffiths <kate.griffiths@vmsecure.me.uk>

22 January 2026 at 13:09

----- Forwarded message -----

From: **vicky mellish** <vmellish@hotmail.com>
Date: Thu, 22 Jan 2026 at 12:54
Subject: Viamed VM-2500-S
To: technical@viamed.co.uk <technical@viamed.co.uk>

Hello,

I have a second hand 2500S and it is currently showing a co2 sensor error. I have replaced the line(single use) and the light is green, but as soon as a breath goes through the connector the light goes red and nothing registers. It on/off displays the words "co2 sensor error". I was wondering if there's any advice you can give me to fix it?

Kind regards,
VickySent from Samsung Mobile on O2
Sent from [Outlook for Android](#)

Kate Griffiths <kate.griffiths@viamed.co.uk>
To: vmellish@hotmail.com
Bcc: Main Account <viamedinbox@gmail.com>

22 January 2026 at 13:17

Good afternoon Vicky,

Thank you for your email.

In order to assist you further, please could you let me have the serial number of the device? My technical colleague have also asked me to see if you are able to say where you purchased the device?

Also, please could I ask if you are from a company/vet practice?

Thank you.

Kind regards

Kate Griffiths
Office Administrator
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vicky mellish <vmellish@hotmail.com>
To: Kate Griffiths <kate.griffiths@viamed.co.uk>

22 January 2026 at 14:39

Hello,

Yes, the serial number is 60920170.
It was a private sale through Ebay, so no warranty etc. I am a locum veterinary nurse, needing capnography at some practices without those facilities, so it is my own private machine.

Kind regards,
Vicky

Sent from Samsung Mobile on O2
Sent from Outlook for Android

From: Kate Griffiths <kate.griffiths@viamed.co.uk>
Sent: Thursday, January 22, 2026 1:17:11 PM
To: vmellish@hotmail.com <vmellish@hotmail.com>
Subject: Re: Viamed VM-2500-S

[Quoted text hidden]

Kate Griffiths <kate.griffiths@viamed.co.uk>
To: vicky mellish <vmellish@hotmail.com>
Bcc: Main Account <viamedinbox@gmail.com>

22 January 2026 at 16:06

Thank you Vicky.

I have spoken to our repairs team who advise me that as the unit is over 13 years old, and if the module is failing then it may be a costly repair which will involve us sending it offsite.

We would be happy to look at it, it may be an ISA module issue (which will involve us sending it offsite).

If you would like us to look at it, I would issue you with a returns reference. We would need all parts returning that you are using with the unit so that we can replicate the error and also some simple paperwork with your full details on it.

After we receive the device, we would let you know the cost and we would not proceed with anything until you agree/make payment.

I would need your delivery and invoice addresses if you decide to go ahead so I can create the returns reference.

To clarify, if we do not work on the device (after the initial assessment) there would be no charge to you.

I look forward to your reply.

Many thanks.

Kind regards

Kate Griffiths
Office Administrator
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vicky mellish <vmellish@hotmail.com>
To: Kate Griffiths <kate.griffiths@viamed.co.uk>

22 January 2026 at 18:02

Hi Kate,

Yes, can I arrange sending it to you to look at please?

That's great, if you can let me know any costs before doing the work, so I can see if I can afford to have it done.

My full name / address is:

Miss Victoria Mellish
Holly Cottage
Greenacres Farm
Washington Road
Storrington
West Sussex
RH20 4AF

This address can be used for delivery/invoicing.

Kind regards,
Vicky

Sent from Samsung Mobile on O2
Sent from Outlook for Android

From: Kate Griffiths <kate.griffiths@viamed.co.uk>
Sent: Thursday, January 22, 2026 4:06:20 PM
To: vicky mellish <vmellish@hotmail.com>
Subject: Re: Viamed VM-2500-S

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