



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

Fwd: SRS69163

4 messages

Main Account <viamedinbox@gmail.com>

9 September 2025 at 15:05

To: Kate Griffiths <kate.griffiths@vmsecure.me.uk>

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

From: **Cathy Green** <cathy.green@viamed.co.uk>

Date: Wed, 27 Aug 2025 at 10:45

Subject: SRS69163

To: <tech@vet-direct.com>

Dear Claire

We have tested the OxiQuant Analyser S/N:A106087 which you have sent in for assessment. Our engineer has advised that there are missing segments on the display. The sensor had tested as normal. The unit is no longer in warranty, we could send you a quote for a new unit £159.99 before VAT or we could offer you a ex demo service exchange unit (analyser only no sensor) @ £72.34 before VAT.

Please advise which quote you would prefer.

--

Kind regards

Cathy Green
Goods Out / Stock Control Supervisor
Viamed Ltd.

<http://www.viamed.co.uk>Email: cathy.green@viamed.co.uk

Tel: 44 (0)1535 634 542

Fax: 44 (0)1535 635 582

Twitter: twitter.com/ViamedLtd

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Main Account <viamedinbox@gmail.com>

29 January 2026 at 09:29

To: Kate Griffiths <kate.griffiths@vmsecure.me.uk>

[Quoted text hidden]

Kate Griffiths <kate.griffiths@viamed.co.uk>
To: repairs@vet-direct.com, tech@vet-direct.com
Bcc: Main Account <viamedinbox@gmail.com>

29 January 2026 at 09:32

Good morning,

Our repairs team have asked me to chase the above email from Cathy Green.

Please could you advise which quote you would prefer?

Many thanks.

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

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[Quoted text hidden]

Repairs Vet-Direct <Repairs@vet-direct.com>
To: Kate Griffiths <kate.griffiths@viamed.co.uk>
Cc: "tech.vet-direct" <tech@vet-direct.com>

29 January 2026 at 10:25

Hi,

Thank you for your email.

I have looked back at our notes for this particular one and I can see that the customer decided to purchased a full new Oxiquant S Analyser from us to replace the faulty one.
Apologies if you were updated on this.

Are you able to dispose of the faulty unit at your end please?

regards

Derek Smith
Repairs Co-ordinator

repairs@vet-direct.com

T: 0800 068 3300

www.vet-direct.com

Vet Direct, Units 9/10, Gateway West, Kingfisher Boulevard, Newburn Riverside, Newcastle upon Tyne, NE15 8NZ

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

Sent: 29 January 2026 09:32

To: Repairs Vet-Direct <repairs@vet-direct.com>; tech.vet-direct <tech@vet-direct.com>

Subject: Re: SRS69163

[Quoted text hidden]