



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

AW: State of your complaint 2026-0001/RTS11001064: in progress

1 message

bluepoint MEDICAL Service <service@bluepoint-medical.com>
To: Cathy Green <cathy.green@viamed.co.uk>

17 February 2026 at 06:35

Dear Cathy,

Ms. Fröhlich and I want to check the ISA again carefully and then we'll get a quote for the device.

I hope we can get it done this week.

Mit freundlichen Grüßen,

best regards

Anja Merz

-Service-

bluepoint MEDICAL GmbH & Co. KG

An der Trave 15

D - 23923 Selmsdorf

phone: +49 (0) 38823 / 5488-18

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

e-mail: a.merz@bluepoint-medical.com

web: <http://www.bluepoint-medical.com>

Trade register: Schwerin, Reg.-No.: HRA2600

Von: Cathy Green <cathy.green@viamed.co.uk>**Gesendet:** Montag, 16. Februar 2026 15:37**An:** bluepoint MEDICAL Service <service@bluepoint-medical.com>**Betreff:** Re: State of your complaint 2026-0001/RTS11001064: in progress

Dear Anja

Is there any update for this return.

Kind Regards

Cathy Green

On Mon, 9 Feb 2026 at 14:33, Cathy Green <cathy.green@viamed.co.uk> wrote:

Dear Anja

Thank you for the update.

Kind Regards

Cathy Green

On Mon, 9 Feb 2026 at 14:01, bluepoint MEDICAL Service <service@bluepoint-medical.com> wrote:

Dear Cathy,

I need to check with Ms. Fröhlich again about the device.

Then you will receive the offer.

Mit freundlichen Grüßen,

best regards

Anja Merz

-Service-

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Trade register: Schwerin, Reg.-No.: HRA2600

Von: Cathy Green <cathy.green@viamed.co.uk>
Gesendet: Montag, 9. Februar 2026 11:28
An: bluepoint MEDICAL Service <service@bluepoint-medical.com>
Cc: Kate Griffiths <kate.griffiths@viamed.co.uk>
Betreff: Re: State of your complaint 2026-0001/RTS11001064: in progress

Dear Anja

Please could we have a update on our quote for the cost of repair/calibration for our customer.

Kind Regards

Cathy Green

On Thu, 5 Feb 2026 at 09:28, Cathy Green <cathy.green@viamed.co.uk> wrote:

Dear Anja

Sorry for the delay in replying, I had missed seeing the question you had asked. There was no injury to any patient.

Kind Regards

Cathy Green

On Thu, 5 Feb 2026 at 06:52, bluepoint MEDICAL Service <service@bluepoint-medical.com> wrote:

Dear Cathy,

Can you tell me anything about the patient's injury yet?

Otherwise, I won't be able to process the complaint any further.

Thanks.

Mit freundlichen Grüßen,

[best regards](#)

Anja Merz

-Service-

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Trade register: Schwerin, Reg.-No.: HRA2600

Von: bluepoint MEDICAL Service

Gesendet: Dienstag, 27. Januar 2026 07:48

An: 'cathy.green@viamed.co.uk' <cathy.green@viamed.co.uk>

Betreff: State of your complaint 2026-0001/RTS11001064: in progress

Dear Cathy,

We received your complaints (VM-2500-S, SN:A1711160013) dated 22.01.2026, which will be processed as soon as possible.

For inquiries, please state the complaint number 2026-0001.

We still need the following information about the device:

Did the device cause any harm to a patient?

Mit freundlichen Grüßen,

best regards

Anja Merz

-Service-

bluepoint MEDICAL GmbH & Co. KG

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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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Company registered in England, No. 01291765.

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