



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

Re: [External] RMA Request

1 message

Cathy Green <cathy.green@viamed.co.uk>
To: "Bull, Karen Renate (GE0Y)" <Karen.Grehn@honeywell.com>
Bcc: Main Account <viamedinbox@gmail.com>

18 February 2026 at 16:39

Dear Karen

Please can we go ahead with the repair for RMA 300293592

Kind Regards
Cathy Green

On Mon, 26 Jan 2026 at 05:57, Bull, Karen Renate (GE0Y) <Karen.Grehn@honeywell.com> wrote:

Hello Cathy,

please use the RMA: 300293592

Kind regards / Mit freundlichen Gruessen

i. A. Karen Bull

Team Service & Repair
Honeywell I Industrial Automotion

Office: +49 (0) 3841 360 314

karen.grehn@honeywell.com
www.envitec.com

Honeywell Healthcare Solutions GmbH

Alter Holzhafen 18

23966 Wismar, Germany

Trade Register: Schwerin, HRB 1838

Managing Director: : Marcel de Veer

Von: Cathy Green <cathy.green@viamed.co.uk>
Gesendet: Freitag, 23. Januar 2026 18:41
An: Bull, Karen Renate (GE0Y) <Karen.Grehn@honeywell.com>
Betreff: Re: [External] RMA Request

Dear Karen

Please can we have a RMA number for this please.

Kind Regards

Cathy Green

On Thu, 22 Jan 2026 at 11:39, Cathy Green <cathy.green@viamed.co.uk> wrote:

Dear Karen

We have tested the unit on a different battery.

Kind Regards

Cathy Green

On Wed, 21 Jan 2026 at 10:10, Bull, Karen Renate (GE0Y) <Karen.Grehn@honeywell.com> wrote:

Hello Cathy,

I looked up the delivery date of the device.

Is the device over 10 years old?

Have you tried installing a different battery?

You can of course send it and I'll take a look at it.

The customs value: 252 Euro.

Kind regards / Mit freundlichen Gruessen

i. A. Karen Bull

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23966 Wismar, Germany

Trade Register: Schwerin, HRB 1838

Managing Director: : Marcel de Veer

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

Gesendet: Mittwoch, 21. Januar 2026 11:04

An: Bull, Karen Renate (GEOY) <Karen.Grehn@honeywell.com>

Betreff: [External] RMA Request

WARNING: This message has originated from an External Source. This may be a phishing email that can result in unauthorized access to Honeywell systems. Please use proper judgment and caution when opening attachments, clicking links, scanning QR codes, or responding.

Dear Karen

Please see attached for a RMA request, I have updated the information to display the correct unit,

--

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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