



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

---

**State of your complaint 2026-0002/RTS11001069: in progress**

1 message

---

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

19 February 2026 at 13:17

Dear Cathy,

We received your complaints (VM-2500-S, SN:60920170) dated 13.02.2026, which will be processed as soon as possible.

For inquiries, please state the complaint number 2026-0002.

We still need the following information about the device:

Did the device cause any harm to a patient?

Thanks

Mit freundlichen Grüßen,

best regards

Anja Merz

bluepoint MEDICAL GmbH & Co. KG

An der Trave 15

D - 23923 Selmsdorf

phone: +49 (0) 38823 / 5488-12

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

e-mail: [a.merz@bluepoint-medical.com](mailto:a.merz@bluepoint-medical.com)

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

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