



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

Re: State of your complaint 2026-0002/RTS11001069: arising repair costs

1 message

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

20 February 2026 at 17:02

Dear Anja

Thank you for the quote. Please can I just check a couple of part numbers with you.

10090512008 CT Yellow housing Rev 4 and 12090122001 Capno true Power supply rev. can we use the rev 3 power supply with the rev4 back case that you have quoted for, or should it be a rev 4 power supply.

Kind Regards
Cathy Green

On Fri, 20 Feb 2026 at 07:38, bluepoint MEDICAL Service <service@bluepoint-medical.com> wrote:

Dear Cathy,

we checked your claimed device (VM-2500-S, SN: 60920170).

The device is out of warranty, we send the calculation for the needed repair.

You can find them attached.

Please tell us if we should repair them.

Mit freundlichen Grüßen,

best regards

Anja Merz

-Service-

bluepoint MEDICAL GmbH & Co. KG

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e-mail: a.merz@bluepoint-medical.comweb: <http://www.bluepoint-medical.com>

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

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Kind regards

Cathy Green
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