



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

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

1 message

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

23 February 2026 at 07:03

Dear Cathy,

We always offer the new version of the power supply if the devices have the old version.

It is important that the connector plug matches.

A new power supply also means a new back housing.



As shown in the picture, the power supply plug and the socket on the housing must match.

I believe there is also a rev. 3 that has the same connectors as rev. 4.

Thanks.

Mit freundlichen Grüßen,

best regards

Anja Merz

-Service-

bluepoint MEDICAL GmbH & Co. KG

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

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

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

Gesendet: Freitag, 20. Februar 2026 18:02

An: bluepoint MEDICAL Service <service@bluepoint-medical.com>

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

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-

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Kind regards

Cathy Green

Goods Out / Stock Control Supervisor

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