



Kate Griffiths <viamed.kate.griffiths@gmail.com>

Re: Viamed VM-2500-S

1 message

Kate Griffiths <kate.griffiths@viamed.co.uk>

24 February 2026 at 11:20

To: vicky mellish <vmellish@hotmail.com>

Bcc: Main Account <viamedinbox@gmail.com>

Thank you for letting us know Vicky, I am sorry that VM-2500-S repairs are so costly.

We would be happy to return the device to you (once it has arrived to us from our offsite colleagues) or would you prefer for us to dispose of it safely?

Kind regards

Kate Griffiths
Office Administrator
Viamed Ltd.

<http://www.viamed.co.uk>

Email kate.griffiths@viamed.co.uk

Tel: +44 (0)1535 634542

Fax: +44 (0)1535 635582

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On Tue, 24 Feb 2026 at 11:14, vicky mellish <vmellish@hotmail.com> wrote:

Good morning,

Unfortunately I won't be able to proceed as I don't have enough spare to cover the costs.

Kind regards,
Vicky

Sent from Samsung Mobile on O2
Sent from [Outlook for Android](#)

From: Kate Griffiths <kate.griffiths@viamed.co.uk>**Sent:** Tuesday, February 24, 2026 11:08:18 AM**To:** vicky mellish <vmellish@hotmail.com>**Subject:** Re: Viamed VM-2500-S

Good morning Vicky,

Please see attached quotation for the repair of your device.

If you would like to go ahead, the repairs team would proceed upon receipt of payment. We can of course return the device to you if you do not wish to proceed.

Many thanks.

Kind regards

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On Fri, 20 Feb 2026 at 14:06, vicky mellish <vmellish@hotmail.com> wrote:

Hello,

No problem at all, I just wanted to check it was somewhere in the system.

Kind regards,
Vicky

Sent from Samsung Mobile on O2
Sent from [Outlook for Android](#)

From: Kate Griffiths <kate.griffiths@viamed.co.uk>

Sent: Friday, February 20, 2026 1:29:14 PM

To: vicky mellish <vmellish@hotmail.com>

Subject: Re: Viamed VM-2500-S

Good afternoon Vicky,

Thank you for your email.

Your device is offsite, we expect to be able to email you a quotation early next week. As soon as we hear from our colleagues, we will issue a quotation.

Thank you for your patience.

Kind regards

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On Thu, 19 Feb 2026 at 16:04, vicky mellish <vmellish@hotmail.com> wrote:

Good afternoon,

I was just wondering if there was any update on this/to make sure all was received ok, as it's been a little bit of time since my tracking said it was delivered, and I wanted to be sure there's not a problem.

Kind regards,
Vicky

Sent from Samsung Mobile on O2
Sent from [Outlook for Android](#)

From: Kate Griffiths <kate.griffiths@viamed.co.uk>
Sent: Friday, January 23, 2026 8:40:43 AM
To: vicky mellish <vmellish@hotmail.com>
Subject: Re: Viamed VM-2500-S

Good morning Vicky,

Thank you for your reply.

The returns reference you need is SRS69345. Please send the device with all parts that you are using it with to the following address:

Viamed Ltd
Repairs Team SRS69345
15 Station Road
Cross Hills
Keighley
BD20 7DT

We advise sending it using a trackable service. Please could the reference SRS69345 be mentioned on any paperwork you include.

Many thanks.

Kind regards

Kate Griffiths
Office Administrator
Viamed Ltd.

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On Thu, 22 Jan 2026 at 18:02, vicky mellish <vmellish@hotmail.com> wrote:

Hi Kate,

Yes, can I arrange sending it to you to look at please?

That's great, if you can let me know any costs before doing the work, so I can see if I can afford to have it done.

My full name / address is:
Miss Victoria Mellish
Holly Cottage
Greenacres Farm
Washington Road
Storrington
West Sussex
RH20 4AF

This address can be used for delivery/invoicing.

Kind regards,
Vicky

Sent from Samsung Mobile on O2
Sent from [Outlook for Android](#)

From: Kate Griffiths <kate.griffiths@viamed.co.uk>
Sent: Thursday, January 22, 2026 4:06:20 PM
To: vicky mellish <vmellish@hotmail.com>
Subject: Re: Viamed VM-2500-S

Thank you Vicky.

I have spoken to our repairs team who advise me that as the unit is over 13 years old, and if the module is failing then it may be a costly repair which will involve us sending it offsite.

We would be happy to look at it, it may be an ISA module issue (which will involve us sending it offsite).

If you would like us to look at it, I would issue you with a returns reference. We would need all parts returning that you are using with the unit so that we can replicate the error and also some simple paperwork with your full details on it.

After we receive the device, we would let you know the cost and we would not proceed with anything until you agree/make payment.

I would need your delivery and invoice addresses if you decide to go ahead so I can create the returns reference.

To clarify, if we do not work on the device (after the initial assessment) there would be no charge to you.

I look forward to your reply.

Many thanks.

Kind regards

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On Thu, 22 Jan 2026 at 14:40, vicky mellish <vmellish@hotmail.com> wrote:

Hello,

Yes, the serial number is 60920170.

It was a private sale through Ebay, so no warranty etc. I am a locum veterinary nurse, needing capnography at some practices without those facilities, so it is my own private machine.

Kind regards,
Vicky

Sent from Samsung Mobile on O2
Sent from [Outlook for Android](#)

From: Kate Griffiths <kate.griffiths@viamed.co.uk>
Sent: Thursday, January 22, 2026 1:17:11 PM
To: vmellish@hotmail.com <vmellish@hotmail.com>
Subject: Re: Viamed VM-2500-S

Good afternoon Vicky,

Thank you for your email.

In order to assist you further, please could you let me have the serial number of the device? My technical colleague have also asked me to see if you are able to say where you purchased the device?

Also, please could I ask if you are from a company/vet practice?

Thank you.

Kind regards

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On Thu, 22 Jan 2026 at 13:10, Main Account <viamedinbox@gmail.com> wrote:

----- Forwarded message -----
From: **vicky mellish** <vmellish@hotmail.com>
Date: Thu, 22 Jan 2026 at 12:54
Subject: Viamed VM-2500-S
To: technical@viamed.co.uk <technical@viamed.co.uk>

Hello,

I have a second hand 2500S and it is currently showing a co2 sensor error. I have replaced the line(single use) and the light is green, but as soon as a breath goes through the connector the light goes red and nothing registers. It on/off displays the

words "co2 sensor error". I was wondering if there's any advice you can give me to fix it?

Kind regards,
Vicky

Sent from Samsung Mobile on O2
Sent from [Outlook for Android](#)