



Kate Griffiths &lt;viamed.kate.griffiths@gmail.com&gt;

**RE: R-17 MED (S/N: 248283 C5)**

2 messages

**Mike** <mike@mtc-ps.com>  
Reply-To: mike@mtc-ps.com  
To: Kate Griffiths <kate.griffiths@viamed.co.uk>  
Cc: ryan.swaine@viamed.co.uk, Bishir Bannoura <bishir@mtc-ps.com>

2 April 2026 at 11:13

Dear Kate,

We sent our engineer to the hospital this morning, and after checking the sensor, it was found to be working without any issues.

Apologies for the inconvenience.

It appears the issue was that it was not connected well to the monitor.

**Best Regards**

**Eng. Mike Kharoufeh**  
Sales Engineer

MODERN TECHNOLOGY COMPANY  
شركة التقدم التكنولوجي الحديثة



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Municipality Street  
P.O.Box 156  
Beit Sahour – Bethlehem (9992100)  
Palestine  
mike@mtc-ps.com  
www.mtc-ps.com



**From:** Kate Griffiths <kate.griffiths@viamed.co.uk>  
**Sent:** Wednesday, April 1, 2026 10:47 AM  
**To:** mike@mtc-ps.com  
**Cc:** ryan.swaine@viamed.co.uk; Bishir Bannoura <bishir@mtc-ps.com>  
**Subject:** Re: R-17 MED (S/N: 248283 C5)

Good morning Mike,

Thank you for your email.

Please could you send the sensor back to us under warranty, quoting the reference **SRS69402** on any paperwork you include.

Are you able to tell me the nature of the fault please?

The address to return the sensor to is as follows:

Viamed Ltd

Service Team SRS69402  
15 Station Road  
Cross Hills

Keighley  
BD20 7DT

United Kingdom

The warranty expires this month (April).

Kind regards

Kate Griffiths

Office Administrator

Viamed Ltd.

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

Email [kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)

Tel: +44 (0)1535 634542

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On Tue, 31 Mar 2026 at 08:35, Mike <mike@mtc-ps.com> wrote:

Dear Kate,

Our customer installed the sensor below, but it doesn't work



S/N: 248283 C5

## Best Regards

**Eng. Mike Kharoufeh**

Sales Engineer

MODERN TECHNOLOGY COMPANY

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Palestine



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**Kate Griffiths** <kate.griffiths@viamed.co.uk>  
 Draft To: mike@mtc-ps.com  
 Bcc: Main Account <viamedinbox@gmail.com>

2 April 2026 at 11:17

Hi Mike,

No problem, thank you for letting me know. I am pleased to hear it is working ok.

Kind regards

Kate Griffiths  
 Office Administrator  
 Viamed Ltd.

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

Email [kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)

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