



Sophie Lines &lt;viamed.sophie.lines@gmail.com&gt;

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**AW: Swiss Rep.**

1 message

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**kay.nettelbeck@unibe.ch** <kay.nettelbeck@unibe.ch>  
To: sophie.lines@viamed.co.uk

28 April 2026 at 11:10

Dear Sophie

Thank you very much for contacting me. Here are the SN for the capnographs.

- VM 2500 M SN; A1808150004
- VM 2500 M; SN A1808150005

We would like to have them checked/maintained. They are working properly at the moment but for case of malfunction we would like to have a contact for repair as well.

Thank you very much for your support.

Kind regards Kay

Dipl. Intensiv Care Nurse/ dipl. Experte Intensivmedizin  
Microsurgery Course Manager  
University of Bern  
EAC- Experimental Animal Center  
ESF- Experimental Surgery Facility  
Inselspital, Julie-von-Jenner Haus  
[Freiburgstr. 15](#)  
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Tel: +41 31 664 18 07

[kay.nettelbeck@unibe.ch](mailto:kay.nettelbeck@unibe.ch)  
[www.eac.unibe.ch](http://www.eac.unibe.ch)

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**Von:** Sophie Lines <[sophie.lines@viamed.co.uk](mailto:sophie.lines@viamed.co.uk)>**Gesendet:** Dienstag, 14. April 2026 16:11**An:** Nettelbeck, Kay (EAC) <[kay.nettelbeck@unibe.ch](mailto:kay.nettelbeck@unibe.ch)>**Betreff:** Re: Swiss Rep.

Dear Kay,

Thank you for your email. We would be happy to assist you with the repair and maintenance of your 2x Capnographs. Please can you let me know the serial numbers of both units and give some further details of what repairs or maintenance is required?

Kind regards

Sophie Lines  
Office Administrator  
Viamed Ltd.

<http://www.viamed.co.uk>  
Email: [sophie.lines@viamed.co.uk](mailto:sophie.lines@viamed.co.uk)  
Tel: 44 (0)1535 634 542  
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Please note: My working days are Tuesday-Friday

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On Tue, 14 Apr 2026 at 14:51, <[kay.nettelbeck@unibe.ch](mailto:kay.nettelbeck@unibe.ch)> wrote:

Hello

We own two Viamed Capnograph and struggle to find a company which provides maintenance and repair service.

Would be great if you can help us.

Kind regards Kay Nettelbeck

Dipl. Intensiv Care Nurse/ dipl. Experte Intensivmedizin  
Microsurgery Course Manager  
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EAC- Experimental Animal Center  
ESF- Experimental Surgery Facility  
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[kay.nettelbeck@unibe.ch](mailto:kay.nettelbeck@unibe.ch)  
[www.eac.unibe.ch](http://www.eac.unibe.ch)

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**Von:** Widli Philip, Leuag AG <[philip.widli@leuag.ch](mailto:philip.widli@leuag.ch)>

**Gesendet:** Dienstag, 14. April 2026 15:08

**An:** Sophie Lines <[sophie.lines@viamed.co.uk](mailto:sophie.lines@viamed.co.uk)>

**Cc:** Nettelbeck, Kay (EAC) <[kay.nettelbeck@unibe.ch](mailto:kay.nettelbeck@unibe.ch)>; Kiser Roger, Leuag AG <[Roger.Kiser@leuag.ch](mailto:Roger.Kiser@leuag.ch)>

**Betreff:** AW: Swiss Rep.

Good afternoon,

Thank you for your answer.

I took the customer directly in the CC of this mail (Mr. Nettelbeck), so you can have a look with him directly, how he could handle the maintenance of his devices.

Kind regards

**Philip Widli**

Gruppenleiter Technik Überwachung



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[philip.widli@leuag.ch](mailto:philip.widli@leuag.ch)  
[www.leuag.ch](http://www.leuag.ch)

**Von:** Sophie Lines <[sophie.lines@viamed.co.uk](mailto:sophie.lines@viamed.co.uk)>  
**Gesendet:** Dienstag, 14. April 2026 15:03  
**An:** Widli Philip, Leuag AG <[philip.widli@leuag.ch](mailto:philip.widli@leuag.ch)>  
**Betreff:** Re: Swiss Rep.

Good afternoon,

Thank you for your email. Unfortunately, the Viamed Capnograph is no longer available, therefore we do not have a rep in Switzerland. We would be happy to speak with your client directly if this helps?

Kind regards

Sophie Lines  
Office Administrator  
Viamed Ltd.

<http://www.viamed.co.uk>  
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On Fri, 10 Apr 2026 at 12:03, Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> wrote:

----- Forwarded message -----  
From: **Widli Philip, Leuag AG** <[philip.widli@leuag.ch](mailto:philip.widli@leuag.ch)>  
Date: Fri, 10 Apr 2026 at 09:42  
Subject: Swiss Rep.  
To: [technical@viamed.co.uk](mailto:technical@viamed.co.uk) <[technical@viamed.co.uk](mailto:technical@viamed.co.uk)>  
Cc: Kiser Roger, Leuag AG <[Roger.Kiser@leuag.ch](mailto:Roger.Kiser@leuag.ch)>

Hello,

I've got a question regarding your technical representative in switzerland.  
We got a Viamed Capnograph from one of our clients, but because we aren't the swiss rep. we told the customer, he should send them to the correct company.

Could you please tell me, who is your technical rep. in switzerland?  
So we can inform our customer.

Kind regards

**Philip Widli**  
Gruppenleiter Technik Überwachung



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