



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

RE: RMA Request || Viamed / Part # C43690-R17A / Value \$27.00 USD/each / Ref# P/N: 0110117 / 90 pcs / Serial Number: 179101 - 179190

1 message

IND_Repairs <IND_Repairs@teledyne.com> 4 May 2026 at 22:51
To: IND Ask_TAI <Ask_TAI@teledyne.com>, Cathy Green <cathy.green@viamed.co.uk>, IND_Repairs <IND_Repairs@teledyne.com>
Cc: "Lugue, Nino (US)" <Nino.Lugue@teledyne.com>, "Khan, Mohammad (US)" <Mohammad.Khan@teledyne.com>

Hi Sales Team,

Please advise customer.....

Best regards,

Trina Garland | *Technical Service Support* | *Analytical Field Service Administrator*

Teledyne Analytical Instruments // 16830 Chestnut Street, City of Industry, CA 91748, USA (Primary)

Teledyne API // 9970 Carroll Canyon Rd, San Diego, CA 92126, USA

Direct +1 858 657 9813 // Trina.Garland@Teledyne.com



www.teledyne-ai.com



www.teledyne-api.com

Teledyne Confidential; Commercially Sensitive Business Data

From: Cathy Green <cathy.green@viamed.co.uk>
Sent: Tuesday, April 28, 2026 1:43 AM
To: IND_Repairs <IND_Repairs@Teledyne.com>
Subject: Re: RMA Request || Viamed / Part # C43690-R17A / Value \$27.00 USD/each / Ref# P/N: 0110117 / 90 pcs / Serial Number: 179101 - 179190

External Email

Dear Warranty Team

Please could you advise when we may receive the 90 x R-17A Replacements for Box 1065

Kind Regards

Cathy Green

On Wed, 18 Feb 2026 at 23:29, IND_Repairs <IND_Repairs@teledyne.com> wrote:

Hi Cathy,

Thank you for your patience. After going over your request with management; we will not issue an RMA for this request, instead 90 new sensors will be produced and shipped to you at no charge.

Please discard the old, dated sensors at your facility.

Best regards,

Trina Garland | *Technical Service Support* | *Analytical Field Service Administrator*

Teledyne Analytical Instruments // 16830 Chestnut Street, City of Industry, CA 91748, USA (Primary)

Teledyne API // 9970 Carroll Canyon Rd, San Diego, CA 92126, USA

Direct +1 858 657 9813 // Trina.Garland@Teledyne.com



www.teledyne-ai.com



www.teledyne-api.com

Teledyne Confidential; Commercially Sensitive Business Data

From: Cathy Green <cathy.green@viamed.co.uk>
Sent: Monday, February 2, 2026 8:04 AM
To: IND_Repairs <IND_Repairs@Teledyne.com>
Subject: Re: RMA Request

External Email

Dear Repair Team

Please could we have an update on receiving a RMA number for this return.

Kind Regards

Cathy Green

On Mon, 26 Jan 2026 at 16:55, Cathy Green <cathy.green@viamed.co.uk> wrote:

Dear Repairs Team

Please could we have a RMA for the attached paperwork. Please also see attached your customer complaint form.

--

Kind regards

Cathy Green

Goods Out / Stock Control Supervisor

Viamed Ltd.

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

Email: cathy.green@viamed.co.uk

Tel: 44 (0)1535 634 542

Fax: 44 (0)1535 635 582

Twitter: twitter.com/ViamedLtd

Facebook Page: Search for Viamed Ltd

Company registered in England, No. 01291765.

E-mail Disclaimer

GDPR / Privacy Policy available at www.viamed.co.uk/policy

The information in this email is confidential and may be legally privileged.

It is intended solely for the addressee. Access to this email by anyone else is unauthorized.

If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful.

If you feel you have received this email in error or would like to be removed from our mailing list, please reply with delete in the subject line or call 44 (0)1535 634542

--

Kind regards

Cathy Green

Goods Out / Stock Control Supervisor

Viamed Ltd.

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

Email: cathy.green@viamed.co.uk

Tel: 44 (0)1535 634 542

Fax: 44 (0)1535 635 582

Twitter: twitter.com/ViamedLtd

Facebook Page: Search for Viamed Ltd

Company registered in England, No. 01291765.

E-mail Disclaimer

GDPR / Privacy Policy available at www.viamed.co.uk/policy

The information in this email is confidential and may be legally privileged.

It is intended solely for the addressee. Access to this email by anyone else is unauthorized.

If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful.

If you feel you have received this email in error or would like to be removed from our mailing list, please reply with delete in the subject line or call 44 (0)1535 634542

--

Kind regards

Cathy Green

Goods Out / Stock Control Supervisor

Viamed Ltd.

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

Email: cathy.green@viamed.co.uk

Tel: 44 (0)1535 634 542

Fax: 44 (0)1535 635 582

Twitter: twitter.com/ViamedLtd

Facebook Page: Search for Viamed Ltd

Company registered in England, No. 01291765.

E-mail Disclaimer

GDPR / Privacy Policy available at www.viamed.co.uk/policy

The information in this email is confidential and may be legally privileged.

It is intended solely for the addressee. Access to this email by anyone else is unauthorized.

If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful.

If you feel you have received this email in error or would like to be removed from our mailing list, please reply with delete in the subject line or call 44 (0)1535 634542

2 attachments



Teledyne RMA Request Box 1065 20260126.pdf
18K



Teledyne Return Form for Box 1065 20260126.pdf
11401K