



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

**RE: RMA request maintenance/calibration V1000 26-23599**

1 message

**Contracts TD** <contractadministration@arseus-medical.be>  
To: Kate Griffiths <kate.griffiths@viamed.co.uk>

Hi Kate,

I have written it on the delivery note.

*The device has been cleaned prior to sending.*

Met vriendelijke groeten / Meilleures salutations / Kind Regards,

**Stéphane Palmans***Technical department*[Info.tech@arseus-medical.be](mailto:info.tech@arseus-medical.be)

T. +32 800 76 998 (BE)

T. +31 30 687 62 35 (NL)

Retouradres BE-NL

Arseus Medical

[Rijksweg 10](#)[BE – 2880 Bornem](#)**Service & Helpdesk Nederland**T. + 31 30 6876235 **(NIEUW!)**E. [info.tech@arseus-medical.nl](mailto:info.tech@arseus-medical.nl)

Bereikbaar op werkdagen van 8.00 - 17.00

**Contact & retouradres:**[Rijksweg 10](#), 2880 Bornem (België)**From:** Kate Griffiths <[kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)>**Sent:** Monday, 8 June 2026 14:36**To:** Contracts TD <[contractadministration@arseus-medical.be](mailto:contractadministration@arseus-medical.be)>**Subject:** Re: RMA request maintenance/calibration V1000 26-23599

Hi Stephane,

Thank you for your reply.

The decontamination document only needs to be something saying whether or not the device has been decontaminated. A document in another language would be fine though.

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

Fax: +44 (0)1535 635582

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On Mon, 8 Jun 2026 at 13:31, Contracts TD <[contractadministration@arseus-medical.be](mailto:contractadministration@arseus-medical.be)> wrote:

Good afternoon Kate,

Thank you for your prompt reply.

Do you have a decontamination document we can complete? We only have Dutch and French documents or is this ok for you?

**Met vriendelijke groeten / Meilleures salutations / Kind Regards,**



**Stéphane Palmans**

*Technical department*

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[Rijksweg 10](#), 2880 Bornem (België)

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**From:** Kate Griffiths <[kate.griffiths@viamed.co.uk](mailto:kate.griffiths@viamed.co.uk)>  
**Sent:** Monday, 8 June 2026 12:43  
**To:** Contracts TD <[contractadministration@arseus-medical.be](mailto:contractadministration@arseus-medical.be)>  
**Subject:** Re: RMA request maintenance/calibration V1000 26-23599

Good afternoon Stephane,

Thank you for your email.

The returns reference you need is **SRS69447**. Please could this reference be quoted on any paperwork you include with the device?

Please could the device be returned with a certificate of decontamination status and no batteries.

The address is as follows:

Viamed Ltd  
Service Team SRS69447  
15 Station Road  
Cross Hills  
Keighley  
BD20 7DT  
United Kingdom

We will email a quotation when the repairs team have looked at your device and we would not proceed until you agree.

Many thanks.

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  
Fax: +44 (0)1535 635582

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On Mon, 8 Jun 2026 at 08:47, Main Account <viamedinbox@gmail.com> wrote:

----- Forwarded message -----

From: **Contracts TD** <contractadministration@arseus-medical.be>

Date: Mon, 8 Jun 2026 at 08:42

Subject: RMA request maintenance/calibration V1000 26-23599

To: [orders@viamed.co.uk](mailto:orders@viamed.co.uk) <[orders@viamed.co.uk](mailto:orders@viamed.co.uk)>

Good afternoon,

I have a V1000 Fetal Heart Simulator with serial number Pr02586A13 I'd like to send you for maintenance/calibration. Could you provide me an RMA number for this?

Thank you.

**Met vriendelijke groeten / Meilleures salutations / Kind Regards,**



**Stéphane Palmans**

*Technical department*

[Info.tech@arseus-medical.be](mailto:Info.tech@arseus-medical.be)

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