



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

---

**AW: State of your complaint 2026-0083/RTS11001080: arising repair costs**

1 message

---

**Froehlich, Heidi** <h.froehlich@bluepoint-medical.com>  
To: Cathy Green <cathy.green@viamed.co.uk>  
Cc: bluepoint MEDICAL Service <service@bluepoint-medical.com>

4 June 2026 at 17:00

Hi Cathy,

We have some delays in processing due to holidays.

I will put priority to this case (RMA 2026-0083) and will push completion.

Should be ready by start of next week.

Best regards,

Heidi

Mit freundlichen Grüßen

Best regards

Heidi Fröhlich

bluepoint medical GmbH & Co. KG

An der Trave 15

23923 Selmsdorf, Germany

tel: [+49-\(0\)-38823-5488-20](tel:+49-0-38823-5488-20)

fax: [+49-\(0\)-38823-5488-29](tel:+49-0-38823-5488-29)

email: [h.froehlich@bluepoint-medical.com](mailto:h.froehlich@bluepoint-medical.com)

web: <http://www.bluepoint-medical.com>

Trade register: Schwerin, Reg.-No.: HRA 2600

Diese E-Mail enthaelt vertrauliche und/oder rechtlich geschuetzte Informationen. Wenn Sie nicht der richtige Adressat sind oder diese E-Mail irrtuemlich erhalten haben, informieren Sie bitte sofort den Absender und vernichten Sie diese E-Mail. Das unerlaubte Kopieren sowie die unbefugte Weitergabe dieser E-Mail sind nicht gestattet.

This message may contain confidential and /or privileged information. If you are not the addressee or authorized to receive this for the addressee, you must not use, copy, disclose or take any action based on this message or any information herein. If you have received this message in error, please advise the sender immediately by reply e-mail and delete this message. Thank you for your cooperation.

---

**Von:** bluepoint MEDICAL Service <[service@bluepoint-medical.com](mailto:service@bluepoint-medical.com)>  
**Gesendet:** Donnerstag, 4. Juni 2026 17:18  
**An:** Froehlich, Heidi <[h.froehlich@bluepoint-medical.com](mailto:h.froehlich@bluepoint-medical.com)>  
**Betreff:** WG: State of your complaint 2026-0083/RTS11001080: arising repair costs

---

**Von:** Cathy Green  
**Gesendet:** Donnerstag, 4. Juni 2026 17:17:27 (UTC+01:00) Amsterdam, Berlin, Bern, Rom, Stockholm, Wien  
**An:** bluepoint MEDICAL Service  
**Betreff:** Re: State of your complaint 2026-0083/RTS11001080: arising repair costs

Dear Repairs Team

Please can we have an update on this RMA

Kind Regards

Cathy Green

On Fri, 22 May 2026 at 08:40, Cathy Green <[cathy.green@viamed.co.uk](mailto:cathy.green@viamed.co.uk)> wrote:

Dear Service Team

Please go ahead with the calibration.

Kind Regards

Cathy Green

On Tue, 19 May 2026 at 10:57, bluepoint MEDICAL Service <[service@bluepoint-medical.com](mailto:service@bluepoint-medical.com)> wrote:

Dear Cathy,

we checked your claimed device (VM-2500-S, SN: A1711160006).

The device is out of warranty, we send the calculation for the needed repair.

You can find them attached.

Please tell us if we should repair them.

Mit freundlichen Grüßen,

best regards

Anja Merz

-Service-

bluepoint MEDICAL GmbH & Co. KG

An der Trave 15

D - 23923 Selmsdorf

phone: +49 (0) 38823 / 5488-18

fax: +49 (0) 38823 / 5488-29

e-mail: [a.merz@bluepoint-medical.com](mailto:a.merz@bluepoint-medical.com)

web: <http://www.bluepoint-medical.com>

Trade register: Schwerin, Reg.-No.: HRA2600

--

Kind regards

Cathy Green

Goods Out / Stock Control Supervisor

Viamed Ltd.

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

Email: [cathy.green@viamed.co.uk](mailto:cathy.green@viamed.co.uk)

Tel: 44 (0)1535 634 542

Fax: 44 (0)1535 635 582

Twitter: [twitter.com/ViamedLtd](https://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](http://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](mailto:cathy.green@viamed.co.uk)

Tel: 44 (0)1535 634 542

Fax: 44 (0)1535 635 582

Twitter: [twitter.com/ViamedLtd](https://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](http://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

-----

