



Kate Griffiths <viamed.kate.griffiths@gmail.com>

RE: SRS Request

1 message

Ashley Davies <ashley@thamesmedical.com>
To: Kate Griffiths <kate.griffiths@viamed.co.uk>

17 July 2026 at 21:52

Thank you Kate,

Are you able to include an extra power supply in the return shipment as I have another customer who requires one? PO attached, thank you again.

Ps we have just changed our main office address, logistics still being worked out but if they could be returned to -

Brantwood House

[85b, Rowlands Road](#)

[Worthing](#)

[BN11 3JX](#)

That would save me a trip to collect from the old address.

Hope you have a fantastic weekend.

Kind regards,

Ashley Davies

Office Manager & Lead Engineer



Telephone: [01903 522911](tel:01903522911)

Email: ashley@thamesmedical.com

Website: www.thamesmedical.com

8 A'becket Gardens, Worthing, BN13 2BW

From: Kate Griffiths <kate.griffiths@viamed.co.uk>
Sent: Tuesday, July 14, 2026 12:33 PM
To: Ashley Davies <ashley@thamesmedical.com>
Subject: Re: SRS Request

Thank you Ashley, I have asked the repairs team to proceed.

Kind regards

Kate Griffiths
Office Administrator
Viamed Ltd.

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

Email kate.griffiths@viamed.co.uk

Tel: +44 (0)1535 634542

Fax: +44 (0)1535 635582

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On Tue, 14 Jul 2026 at 12:19, Ashley Davies <ashley@thamesmedical.com> wrote:

Afternoon,

Thank you.

Pleased go ahead with the repair as quoted.

Kind regards

Ashley Davies

Office Manager

Thames Medical Ltd

Telephone: 01903 522911

Email: ashley@thamesmedical.com

Website: www.thamesmedical.com

[8 A'becket Gardens, Worthing, West Sussex, BN13 2BW](#)

From: Kate Griffiths <kate.griffiths@viamed.co.uk>

Sent: Tuesday, July 14, 2026 12:02 pm

To: Ashley Davies <Ashley@thamesmedical.com>

Subject: Re: SRS Request

Good afternoon Ashley,

Please see attached quotation relating to the repair of your VM-2500 Capnograph S/N:90730140.

Please let me know if you would like us to proceed/provide a PO.

Many thanks.

Kind regards

Kate Griffiths

Office Administrator

Viamed Ltd.

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

Email kate.griffiths@viamed.co.uk

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On Tue, 7 Jul 2026 at 10:37, Kate Griffiths <kate.griffiths@viamed.co.uk> wrote:

Good morning Ashley,

Thank you for your email. The returns reference you need is **SRS69466**.

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 as usual is as follows:

Viamed Ltd
Service Team SRS69466
15 Station Road
Cross Hills
Keighley
BD20 7DT

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

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On Tue, 7 Jul 2026 at 09:48, Ashley Davies <Ashley@thamesmedical.com> wrote:

Good morning,

Hope you are having a wonderful start to the week.

Could you please provide me with an SRS number for a power upgrade and replacement power adaptor for a VM2500M (SN: 907-301-40).

Thank you in advance.

Kind regards,

Ashley Davies

Office Manager & Lead Engineer



Telephone: 01903 522911

Email: ashley@thamesmedical.com

Website: www.thamesmedical.com

8 A'becket Gardens, Worthing, BN13 2BW



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