



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

RE: SRS69463

1 message

Stephen Machin <stephen@prosol.co.uk>
To: Cathy Green <cathy.green@viamed.co.uk>

28 July 2026 at 14:28

Hi Cathy,

Yes, please do that.

Thanks

Best Regards

Stephen Machin | Operations Manager | Prosol UK Sales & Distribution Ltd
T: **+44 (0)114 255 7700** |
E: purchases@prosol.co.uk | W: www.prosol.co.uk / firecloak.co.uk



From: Cathy Green <cathy.green@viamed.co.uk>
Sent: 28 July 2026 14:14
To: Stephen Machin <stephen@prosol.co.uk>
Subject: Re: SRS69463

Dear Mr Machin

Following on from my previous email in regards to the three oxygen sensors to be replaced under warranty, please accept my apologies as I made a mistake in that email. The sensors are covered under warranty, but they are the special specific OEM sensors, which we do not carry spare stock of. Would it be ok with you if we issue you a credit for those three units, and return the 7 no fault found sensors as previously agreed.

Sorry for the mistake.

Kind Regards

Cathy Green

On Mon, 20 Jul 2026 at 13:53, Stephen Machin <stephen@prosol.co.uk> wrote:

Hi Cathy,

Yes, please re-pack the 7 x sensors found with no fault and send back with the 3 x replacements.

Many thanks

Best Regards

Stephen Machin | Operations Manager | Prosol UK Sales & Distribution Ltd
T: **+44 (0)114 255 7700** |
E: purchases@prosol.co.uk | W: www.prosol.co.uk / firecloak.co.uk



From: Cathy Green <cathy.green@viamed.co.uk>
Sent: 08 July 2026 09:03
To: Stephen Machin <stephen@prosol.co.uk>
Subject: SRS69463

Dear Stephen

Good Moring

We have tested the 10 sensors that you have sent in for testing.

We have found that S/N P107864 (0110365) and S/N: P107729 (0110365) are both faulty, which we will replace under warranty

S/N:P107873 (0110365) has no output to be replaced under warranty,

The other 7 sensors are all testing with in specification, how would you like to proceed with these, would you like them sending back as no fault found.

I am out of the office for the rest of the day, but will be back in work on Thursday 09/07/26.

--

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
