



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

AW: RMA Request

1 message

bluepoint MEDICAL Service <service@bluepoint-medical.com>
To: "cathy.green@viamed.co.uk" <cathy.green@viamed.co.uk>
Cc: "Mertens, Anja" <a.mertens@bluepoint-medical.com>

30 May 2022 at 18:26

Dear Cathy,

I analyzed Irma Co2, SN: IR00007179 (RMA 2022-0079) .

It gives an error message (Motor Speed out of Bounds).

We will send it to Masimo for analysis and check if a warranty case.

Will keep you updated.

Best regards,
Heidi

-Service-

bluepoint MEDICAL GmbH & Co. KG
An der Trave 15
D - 23923 Selmsdorf
Fax: +49 (0)38823 548 8029

Von: bluepoint MEDICAL Service
Gesendet: Montag, 30. Mai 2022 07:38
An: cathy.green@viamed.co.uk
Betreff: AW: RMA Request

Dear Cathy,
We received your complaint (Irma Co2, SN: IR00007179) dated 23.05.2022, which will be processed as soon as possible.
For inquiries, please state the complaint number 2022-0079.

Best regards,
Nadine Goepel
-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: n.goepel@bluepoint-medical.com
web: <http://www.bluepoint-medical.com>

Trade register: Schwerin, Reg.-No.: HRA26

Von: bluepoint MEDICAL Service <service@bluepoint-medical.com>

Gesendet: Mittwoch, 18. Mai 2022 11:44

An: cathy.green@viamed.co.uk

Cc: bluepoint MEDICAL Service <service@bluepoint-medical.com>

Betreff: AW: RMA Request

Dear Cathy,

your request is registered under RMA 2022-0079. The customs value fits

Best regards

i.A. Anja Mertens

Customer Support

bluepoint MEDICAL GmbH & Co KG

An der Trave 15

D-23923 Selmsdorf

Tel.: +49-38823-5488-27

Fax.: +49-38823-5488-29

e-mail: a.mertens@bluepoint-medical.com

web: www.bluepoint-medical.com

Trade register: Schwerin, Reg.-No.: HR2600

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Von: Main Account <viamedinbox@gmail.com> **Im Auftrag von** Cathy Green

Gesendet: Mittwoch, 18. Mai 2022 10:19

An: bluepoint MEDICAL Service <service@bluepoint-medical.com>

Betreff: RMA Request

Dear Service Team

Please find attached a new RMA request for IRMA S/N IR00007179
Sold 11/08/2021 copy of invoice attached, please test under warranty.

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Kind regards

Cathy Green

Viamed Ltd.

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

[Email:Cathy.Green@viamed.co.uk](mailto:Cathy.Green@viamed.co.uk)

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