



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

AW: RMA Request - RMA: 2022-0039 in now 2022-0042

1 message

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

30 May 2022 at 18:30

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

Dear Cathy,

we repaired 2022-0042.

All looked good.

Then the ISA Module gave an error twice during final test.

I treid to reproduce the issue, without success.

Now I am doing a last over night stress test.

If the error occurs again I would recommend to replace the ISA module aswell.

But we will see tomorrow.

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: Mertens, Anja
Gesendet: Dienstag, 10. Mai 2022 13:29
An: bluepoint MEDICAL Service
Betreff: WG: RMA Request - RMA: 2022-0039 in now 2022-0042

Von: Main Account <viamedinbox@gmail.com> **Im Auftrag von** Cathy Green
Gesendet: Dienstag, 10. Mai 2022 13:07
An: Mertens, Anja <a.mertens@bluepoint-medical.com>
Betreff: Re: RMA Request - RMA: 2022-0039 in now 2022-0042

Dear Anja

Thank you for the quote. Please proceed with the repair.

Kind Regards
Cathy Green

On Tue, 10 May 2022 at 11:30, Mertens, Anja <a.mertens@bluepoint-medical.com> wrote:

Dear Cathy,

please find enclosed our offer for repair for VM2500S S/N 81040152.

We kindly ask you for takeover of these costs.

Please respond to our Service-Mailadress.

Thank you.

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

Gesendet: Dienstag, 10. Mai 2022 08:16

An: cathy.green@viamed.co.uk; Mertens, Anja <a.mertens@bluepoint-medical.com>

Betreff: AW: RMA Request - RMA: 2022-0039 in now 2022-0042

Dear Bathy,

analysis of the Capnograph RMA: 2022-0042 (s/n 81040152) is now completed.

The display window and the top inlet housing part are broken.

To be sure I did a 12h long term test over night. CO2 measurement and general funktion was passed.

Anja will send you a quote for repair.

So sorry for the delay.

take care,

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: Dienstag, 26. April 2022 10:17:09

An: cathy.green@viamed.co.uk

Betreff: AW: RMA Request - RMA: 2022-0039 in now 2022-0042

Dear Cathy,

we received the Capnograph s/n 81040152.

Please note due to a misunderstanding the RMA number was given twice. We need to update your RMA number.

Before it was "2022-0039", now it is "2022-0042".

As soon as the quote is ready we will send it to you.

best regards,

Heidi

-Service-

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

Von: Main Account <viamedinbox@gmail.com> im Auftrag von Cathy Green <office@viamed.co.uk>

Gesendet: Donnerstag, 21. April 2022 08:55

An: bluepoint MEDICAL Service

Betreff: Re: RMA Request - RMA: 2022-0039

Dear Heidi

The above RMA return has had a replacement UPS label, and the shipment number is now 1Z9W96380442406114

Kind Regards

Cathy Green

On Thu, 21 Apr 2022 at 07:39, Cathy Green <cathy.green@viamed.co.uk> wrote:

Dear Heidi

Thank you for the RMA number, I can confirm that I have shipped this repair today by UPS tracking number 1Z9W96380442871102.

Kind Regards

Cathy Green

On Tue, 19 Apr 2022 at 09:15, bluepoint MEDICAL Service <service@bluepoint-medical.com> wrote:

Dear Cathy,

please return the Capnograph VM-2500-S using **RMA: 2022-0039**.

Dennver can help you regarding "customs value to add to the paperwork".

best regards,

Heidi

-Service-

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An der Trave 15
D - 23923 Selmsdorf
Fax: +49 (0)38823 548 8029

Von: Main Account <viamedinbox@gmail.com> im Auftrag von Cathy Green <office@viamed.co.uk>
Gesendet: Donnerstag, 14. April 2022 17:52
An: bluepoint MEDICAL Service
Betreff: RMA Request

Dear Service Team

Please could we have a RMA number for the attached paperwork for the calibration check and replacement display window on Capnograph s/n 81040152.
Please could we also have a customs value to add to the paperwork.

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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)
Tel: +44 (0)1535 634 542
Fax: +44 (0)1535 635 582

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Kind regards

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Viamed Ltd.

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

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