



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>

3 June 2022 at 11:55

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

Dear Cathy,

find attached the updated offer.

Let us know if the customer wants to repair.

Thanks and best regards,

Heidi

Von: bluepoint MEDICAL Service <service@bluepoint-medical.com>**Gesendet:** Donnerstag, 2. Juni 2022 15:47**An:** Mertens, Anja <a.mertens@bluepoint-medical.com>; cathy.green@viamed.co.uk**Cc:** bluepoint MEDICAL Service <service@bluepoint-medical.com>**Betreff:** AW: RMA Request - RMA: 2022-0039 in now 2022-0042

Dear Cathy,

unfortunately the error occurred again.

We will send you an updated offer which includes a new ISA module.

We just received new ISA from you, therefore repair should be fast upon your go to do it.

Very sorry for all the delays on this.

The sidestream Capnographs are always a little bit tricky to handle.

The ISA is expensive and we only want to repair if really required.

They break easily if cleaning is performed wrong or disposables are used longer then intended. Dirt gets into the inner of the module which is actually a miniature spectrometer (mechanically small and complex like a swiss clock)

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 19:30
An: Mertens, Anja; cathy.green@viamed.co.uk
Betreff: AW: RMA Request - RMA: 2022-0039 in now 2022-0042

Dear Cathy,

we repaired 2022-0042.

All looked good.

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

I tried 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-

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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, 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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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.

--

Kind regards

Cathy Green

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

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