



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

RE: Updates on Repairs

1 message

Ashley Davies <ashley@thamesmedical.com>
To: cathy.green@viamed.co.uk

8 June 2022 at 11:43

Hi Cathy,

Thank you for the updates, I have made the clients aware of what I can.

In other news I have heard back from a client regarding SRS68174, they have unfortunately just asked us to return the unit unrepaired with the view to replacing in the future when they can. If you could get that one back to us that would be great.

I had a very relaxed bank holiday (needed it!), hope you did also.

Kind regards

Ashley

Ashley Davies
Office Manager
T: 01903 522911



From: Main Account [mailto:viamedinbox@gmail.com] **On Behalf Of** Cathy Green
Sent: 01 June 2022 16:58
To: Ashley Davies <ashley@thamesmedical.com>
Subject: Updates on Repairs

Dear Ashley

I have received a couple of updates on your repairs.

SRS68141 Irma S/N 268766, They are not able to reproduce the fault , it will be going on another test as I said our engineer had tested it and was not working for us and we used a spare adapter cable to test it . I am waiting to hear back from them.

SRS68167 Irma S/N IR00007179 It gives an error message (Motor Speed out of Bounds, and will be sent back to supplier for analysis

Have a fantastic bank holiday.

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Kind regards

Cathy Green

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