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SRS68244

1 message

Aqib Majeed <office@viamed.co.uk>
Reply-To: aqib.majeed@viamed.co.uk
To: e.bejarin@nhs.net

2 August 2022 at 14:52

Good Afternoon Engel

Further to our conversation today, in order to return the Max02 ME Oxygen monitor for warranty repair, please can you remove any batteries from the product and send it back to us using returns number SRS68244 to the following address.

Returns Dept - SRS68244
Viamed Ltd
15 Station Road
Cross Hills
Keighley
BD20 7DT

This will be a free repair as product is still under warranty. After we receive the part our repair department will figure out the problem and be in touch.

You also requested a service manual, unfortunately, we don't have one but do have a instructions manual which I will attach to this email.

Our Technical Department has advised that you try one last thing before returning the device, please could you remove the batteries for 5 seconds and re-insert them. This should clear any software errors, then try the on/off button again and advise whether this solved the problem

If there is anything else I can assist you with please don't hesitate to ask.

Kind regards

Aqib Majeed
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Viamed Ltd.

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