



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

AW: RMA Request

1 message

Froehlich, Heidi <h.froehlich@bluepoint-medical.com>

18 August 2022 at 08:55

To: "Cathy Green (cathy.green@viamed.co.uk)" <cathy.green@viamed.co.uk>

Cc: bluepoint MEDICAL Service <service@bluepoint-medical.com>, "kate.griffiths@viamed.co.uk" <kate.griffiths@viamed.co.uk>

Dear Cathy,

Most probably, it is defective because it fell on the floor and therefore no warranty.

But at last I received an answer from Masimo.

They say they can replace the IRMA for a significantly reduced price.

For 500€ + shipping we can replace it.

Please confirm if you agree with these costs.

Thanks and best regards,

Heidi

Mit freundlichen Grüßen

Best regards

Heidi Fröhlich

Bluepoint MEDICAL GmbH & Co. KG

An der Trave 15

23923 Selmsdorf, Germany

tel: +49-(0)-38823-5488-20

fax: +49-(0)-38823-5488-29

email: h.froehlich@bluepoint-medical.com

web: <http://www.bluepoint-medical.com>

Trade register: Schwerin, Reg.-No.: HRA 2600

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

Gesendet: Dienstag, 2. August 2022 11:35

An: Froehlich, Heidi <h.froehlich@bluepoint-medical.com>

Betreff: WG: RMA Request

Von: Main AccountIm Auftrag vonCathy Green

Gesendet: Dienstag, 2. August 2022 11:34:15 (UTC+01:00) Amsterdam, Berlin, Bern, Rom, Stockholm, Wien

An: bluepoint MEDICAL Service

Cc: kate.griffiths@viamed.co.uk

Betreff: Re: RMA Request

Dear Service Team

Good Morning. Please could we have an update on this repair .

Kind Regards

Cathy Green

On Tue, 5 Jul 2022 at 14:58, Cathy Green <cathy.green@viamed.co.uk> wrote:

Dear Heidi

Good Afternoon, would it be possible to get an update on this repair, our customer is asking for an update.

Kind Regards

Cathy Green

On Wed, 15 Jun 2022 at 17:47, bluepoint MEDICAL Service <service@bluepoint-medical.com> wrote:

Dear Cathy,

unfortunately not yet. Will follow up.

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: Dienstag, 14. Juni 2022 16:21:49

An: bluepoint MEDICAL Service

Betreff: Re: RMA Request

Dear Heidi

Good Afternoon. Do you have any new updates on this unit that was being sent back to Masimo.

Kind Regards

Cathy Green

On Mon, 30 May 2022 at 18:27, bluepoint MEDICAL Service <service@bluepoint-medical.com> wrote:

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

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