

Service Repair Sheet SRS68167

Contact Name

Company/ Hospital Name

Department

Position

Direct Phone

General Phone

Opera Account

Email

Order Number

Date Received

Booked in By

Main Company

Type Return

Date Promised to Return: 01 Jan 1970 -3600

Ashley Davies

Thames Medical

01903 522911

00011982

asley@thamesmedical.com

16/May/2022

Robert Connor

Viamed

Quote

Notes 12/May/2022 Sophie Lines

12/May/2022 Sophie Lines

Email from Ashley: We have an IRMA (SN-IR00007179) The IRMA is showing a red light and displaying "Check CO2 Adaptor". Unfortunately this requires an adaptor that we do not have spare to test.

Please quote before any work takes place.

16/May/2022 Robert Connor

Received 1 x IRMA s/n IR00007179, lemo connector version, with lemo to minimed adapter included, batch no BA0701, short lead type.

Ready For quote

CONNOR 23-8-22

Repair Complete Signed

SRN	Equipment	Stock Ref	Serial Number	Warranty
SRN35049	Accessory	4420507	IR00007179	2

4440010 x 1 @ £0  
S/N, SRS, SRN

4420507 x 1 @ £~~754~~<sup>724</sup>

including the 20% discount  
given to us by Supplier  
Steve Nixon aware.

UPS x 1 @ £10.



Cathy Green &lt;viamed.cathy.green@gmail.com&gt;

**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)" &lt;cathy.green@viamed.co.uk&gt;

Cc: bluepoint MEDICAL Service &lt;service@bluepoint-medical.com&gt;, "kate.griffiths@viamed.co.uk" &lt;kate.griffiths@viamed.co.uk&gt;

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

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23923 Selmsdorf, Germany

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

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

email: h.froehlich@bluepoint-medical.com



Cathy Green &lt;viamed.cathy.green@gmail.com&gt;

**Re: SRS 68167**

1 message

**Cathy Green** <cathy.green@viamed.co.uk>  
Reply-To: cathy.green@viamed.co.uk  
To: Ashley Davies <ashley@thamesmedical.com>  
Cc: kate.griffiths@viamed.co.uk

18 August 2022 at 09:35

Dear Ashley

Good Morning. We have received a reply in regards to the IRMA (S/N IR00007179). The supplier has stated that the unit has been dropped, and will not be covered by warranty. They have offered a 20% discount on a replacement unit, this would be £724 before VAT and carriage. We will raise a formal quote for you.

Kind Regards  
Cathy Green

On Tue, 5 Jul 2022 at 14:56, Cathy Green <cathy.green@viamed.co.uk> wrote:  
Dear Ashley

Thank you for your email, I will try again, we are waiting for an update from supplier.

Kind Regards  
Cathy Green

On Tue, 5 Jul 2022 at 14:45, Ashley Davies <ashley@thamesmedical.com> wrote:

Hi Cathy,

I'm struggling to find any further updates on this one?

Kind regards

Ashley

**Ashley Davies**  
Office Manager  
T: 01903 522911





Thames Medical Ltd  
 8 A'Becket Gardens  
 Worthing, West Sussex BN13 2BW  
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 email info@thamesmedical.com  
 tel 01903 522911  
 fax 01903 522922  
 Experts in patient monitoring and anaesthesia



# PURCHASE ORDER

order # PO-01755  
 date 12/05/2022

vendor address **Viamed Ltd**  
 15 Station Road  
 Cross Hills  
 Keighley, West Yorkshire  
 BD20 7DT

contact Kate  
 phone 01535 634542  
 fax 01535 635582

carrier  
 UPS

payment terms  
 Net 30

ITEM	DESCRIPTION	VENDOR PRODUCT CODE	QUANTITY	UNIT PRICE	SPECIAL TAX RATE	SUB-TOTAL
TML-V-VM2500 M1-4420505RL 2WR	VM2500M - IRMA C02 Analyser - Warranty Repair - Lemo Connector	Warranty Repair of VM2500M - IRMA C02 Analyser SN-IR0000717 9	1	£0.00	Taxable	£0.00

remarks	SRS68167	SUB-TOTAL	£0.00
	Please quote before any work takes place.	VAT	£0.00
		TOTAL	£0.00

NOT under warranty.