



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

RE: RMA Request

1 message

Read, Margie E (US) <Margie.Read@teledyne.com>
To: "cathy.green@viamed.co.uk" <cathy.green@viamed.co.uk>

21 April 2023 at 00:16

Hello Cathy,

Sorry for slow response!

I've talked with our QC sensor analyst and he advised that the failures reported are not unusual with those particular sensor Classes, so the Automotive and the Medical sensors don't need to return for Evaluation, but can be replaced under Warranty since they are all under Warranty and no Customers/Patients were involved.

We appreciate your detailed findings and Note that the sensors failed in QA and didn't reach your end-user. Even though, the Medical sensors are not returning, we will create a CCR (Customer Complaint Record) for each SN.

I'll advise you as soon as I am advised when the Warranty Replacement sensors can ship to Viamed. They will be sent to your attention and I'll reference your RTS# 1100913 & 1100914. Also, the failed S/N's will be Noted in the Line comments that they are being replaced and will show up on the Replacement Order's Packing Slip. We will ship via UPS Worldwide Expedited and we will cover the Customs Taxes/Duties, so there will not be an extra expense for Viamed to pay. If stock is available for some of the Replacement sensors, we will be sending Partials, paying for the ft charges and T/D's with each shipment. Also, I will advise the Tracking# with each Shipment we send out.

Thank You for making us aware of the failures!

Best Regards,

Margie Read

Service Repair Manager

Teledyne Analytical Instruments

626-934-1570 (direct line)

626-934-1651 (fax)

Margie.Read@Teledyne.com

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Cathy Green
Sent: Monday, April 17, 2023 12:04 AM
To: Read, Margie E (US) <Margie.Read@Teledyne.com>
Subject: RMA Request

External Email

Dear Margie

Please may we have a RMA number for the attached paperwork. All sensors failed in QA testing, and did not reach customer.

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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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