



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

RE: RMA Request || Viamed / Part # C43690-R17A / Value \$27.00 USD/each / Ref# P/N: 0110117 / 90 pcs / Serial Number: 179101 - 179190

1 message

IND_Repairs <IND_Repairs@teledyne.com>

18 February 2026 at 23:28

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

Cc: IND_Repairs <IND_Repairs@teledyne.com>, IND Ask_TAI <Ask_TAI@teledyne.com>, "Khan, Mohammad (US)" <Mohammad.Khan@teledyne.com>, "Narasimhan, Vasu (US)" <Vasu.Narasimhan@teledyne.com>

Hi Cathy,

Thank you for your patience. After going over your request with management; we will not issue an RMA for this request, instead 90 new sensors will be produced and shipped to you at no charge.

Please discard the old, dated sensors at your facility.

Best regards,

Trina Garland | *Technical Service Support | Analytical Field Service Administrator*

Teledyne Analytical Instruments // 16830 Chestnut Street, City of Industry, CA 91748, USA (Primary)

Teledyne API // 9970 Carroll Canyon Rd, San Diego, CA 92126, USA

Direct +1 858 657 9813 // Trina.Garland@Teledyne.comwww.teledyne-ai.comwww.teledyne-api.com

Teledyne Confidential; Commercially Sensitive Business Data

From: Cathy Green <cathy.green@viamed.co.uk>**Sent:** Monday, February 2, 2026 8:04 AM**To:** IND_Repairs <IND_Repairs@Teledyne.com>**Subject:** Re: RMA Request

External Email

Dear Repair Team

Please could we have an update on receiving a RMA number for this return.

Kind Regards

Cathy Green

On Mon, 26 Jan 2026 at 16:55, Cathy Green <cathy.green@viamed.co.uk> wrote:

Dear Repairs Team

Please could we have a RMA for the attached paperwork. Please also see attached your customer complaint form.

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Kind regards

Cathy Green

Goods Out / Stock Control Supervisor

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

Twitter: twitter.com/ViamedLtd

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Company registered in England, No. 01291765.

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Kind regards

Cathy Green

Goods Out / Stock Control Supervisor

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2 attachments



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18K



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