



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

RE: RMA Request Box1036 || VIAMED - RTS11001036 (SENSORS x35)
****WARRANTY****

1 message

IND_Repairs <IND_Repairs@teledyne.com>

13 May 2026 at 15:57

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

Cc: IND_Repairs <IND_Repairs@teledyne.com>, "Khan, Mohammad (US)" <Mohammad.Khan@teledyne.com>, "Lugue, Nino (US)" <Nino.Lugue@teledyne.com>, "Milversted, Rob (US)" <Rob.Milversted@teledyne.com>, IND Ask_TAI <Ask_TAI@teledyne.com>

Good morning Cathy,

Thank you so much for your patience and I apologize again for the long wait.

Our Sales Team will be sending you replacements of 35 sensors under warranty and you do NOT have to send the defective sensors back.

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

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From: IND_Repairs <IND_Repairs@Teledyne.com>**Sent:** Tuesday, April 28, 2026 9:07 AM**To:** Cathy Green <cathy.green@viamed.co.uk>; IND_Repairs <IND_Repairs@Teledyne.com>; Khan, Mohammad (US) <Mohammad.Khan@Teledyne.com>; Lugue, Nino (US) <Nino.Lugue@Teledyne.com>**Subject:** RE: RMA Request Box1036 || VIAMED - RTS11001036 (SENSORS x35)

Hello Cathy,

I'm still awaiting approval from management. We will work on this as soon as I get approval.

Best regards,

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

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From: Cathy Green <cathy.green@viamed.co.uk>
Sent: Tuesday, April 28, 2026 8:55 AM
To: IND_Repairs <IND_Repairs@Teledyne.com>
Subject: Re: RMA Request Box1036 || VIAMED - RTS11001036 (SENSORS x35)

External Email

Dear Trina

Please could you advise on the RMA request for Box 1036

Kind Regards

Cathy Green

On Thu, 23 Apr 2026 at 17:20, IND_Repairs <IND_Repairs@teledyne.com> wrote:

Hi Mohammad/Nino,

Need approval for RMA – Viamed 35 sensors. Please see attached CCR form.

Best regards,

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

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From: Cathy Green <cathy.green@viamed.co.uk>
Sent: Wednesday, April 15, 2026 1:12 AM
To: IND_Repairs <IND_Repairs@Teledyne.com>
Subject: RMA Request Box1036

External Email

Dear Repair Team

Please can we have a RMA for the attached, was emailed on 11/06/25.

Please see attached forms

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Kind regards

Cathy Green

Goods Out / Stock Control Supervisor

Viamed Ltd.

<http://www.viamed.co.uk>

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Tel: 44 (0)1535 634 542

Fax: 44 (0)1535 635 582

Twitter: twitter.com/ViamedLtd

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Kind regards

Cathy Green

Goods Out / Stock Control Supervisor

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2 attachments

 **Teledyne RMA request Box 1036 20260414.pdf**
6K

 **Teledyne Fault sheets Box 1036 20260414.pdf**
90K