



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

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

1 message

IND_Repairs <IND_Repairs@teledyne.com>

10 July 2026 at 16:44

To: "Reinoso, Christina (US)" <Christina.Reinoso@teledyne.com>, Cathy Green <cathy.green@viamed.co.uk>, IND_Repairs <IND_Repairs@teledyne.com>, IND Ask_TAI <Ask_TAI@teledyne.com>

Hi Christina,

Here's another follow up request on warranty replacements.

Best regards,

Trina Donloe | *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:** Friday, July 10, 2026 8:15 AM**To:** IND_Repairs <IND_Repairs@Teledyne.com>**Subject:** Re: RMA Request Box1036 || VIAMED - RTS11001036 (SENSORS x35) **WARRANTY**

External Email

Dear Repairs Team

Please can we have an update on this returns Box 1036, when might we receive the replacemnets.

Kind Regards

Cathy Green

On Wed, 13 May 2026 at 15:57, IND_Repairs <IND_Repairs@teledyne.com> wrote:

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.com



www.teledyne-ai.com



www.teledyne-api.com

Teledyne Confidential; Commercially Sensitive Business Data

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>; Lague, Nino (US) <Nino.Lague@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*

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.com



www.teledyne-ai.com



www.teledyne-api.com

Teledyne Confidential; Commercially Sensitive Business Data

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*

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.com



www.teledyne-ai.com



www.teledyne-api.com

Teledyne Confidential; Commercially Sensitive Business Data

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

--

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

Facebook Page: Search for Viamed Ltd

Company registered in England, No. 01291765.

E-mail Disclaimer

GDPR / Privacy Policy available at www.viamed.co.uk/policy

The information in this email is confidential and may be legally privileged.

It is intended solely for the addressee. Access to this email by anyone else is unauthorized.

If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful.

If you feel you have received this email in error or would like to be removed from our mailing list, please reply with delete in the subject line or call 44 (0)1535 634542

--

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

Facebook Page: Search for Viamed Ltd

Company registered in England, No. 01291765.

E-mail Disclaimer

GDPR / Privacy Policy available at www.viamed.co.uk/policy

The information in this email is confidential and may be legally privileged.

It is intended solely for the addressee. Access to this email by anyone else is unauthorized.

If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful.

If you feel you have received this email in error or would like to be removed from our mailing list, please reply with delete in the subject line or call 44 (0)1535 634542

--

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

Facebook Page: Search for Viamed Ltd

Company registered in England, No. 01291765.

E-mail Disclaimer

GDPR / Privacy Policy available at www.viamed.co.uk/policy

The information in this email is confidential and may be legally privileged.

It is intended solely for the addressee. Access to this email by anyone else is unauthorized.

If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful.

If you feel you have received this email in error or would like to be removed from our mailing list, please reply with delete in the subject line or call 44 (0)1535 634542
