



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

RE: RMA Request Box1036 || VIAMED - RTS11001036 (SENSORS x35)
****WARRANTY** SO#00866481**

1 message

Bowen, Chris (US) <Christopher.Bowen@teledyne.com>

14 August 2026 at 01:14

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

Cc: "Bowen, Chris (US)" <Christopher.Bowen@teledyne.com>, "Reinoso, Christina (US)" <Christina.Reinoso@teledyne.com>

Cathy,

Here is the warranty replacement order for RTS11001036.

Seller's Offer, and any order issued by Buyer to Seller for the goods and/or services specified herein, is expressly limited to Seller's General Terms and Conditions of Sale, which can be found at the below site links. Seller objects to any different or additional terms except, in connection with an order in furtherance of a government prime contract, those government contract clauses that are required by law to be incorporated herein.

[Teledyne Analytical Instruments](#)

If you have any questions, please feel free to contact me.

Regards,

Chris Bowen
Director of Customer Service

Teledyne API, Monitor Labs, Analytical Instruments, and Hastings

Main: +1.858.657.9800 - Direct: +1.858.642.7759

cbowen@teledyne.com

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From: IND_Repairs <IND_Repairs@Teledyne.com>**Sent:** Thursday, August 13, 2026 9:03 AM**To:** Cathy Green <cathy.green@viamed.co.uk>; IND_Repairs <IND_Repairs@Teledyne.com>; Reinoso, Christina (US) <Christina.Reinoso@Teledyne.com>; IND Ask_TAI <Ask_TAI@Teledyne.com>**Cc:** Bowen, Chris (US) <Christopher.Bowen@Teledyne.com>; Milversted, Rob (US)

<Rob.Milversted@Teledyne.com>

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

Hello Christina,

Please give an update on the warranty replacements of the 35 sensors that needs to be sent to customer.

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.com



www.teledyne-ai.com



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

Sent: Wednesday, August 12, 2026 7:23 AM

To: IND_Repairs <IND_Repairs@Teledyne.com>

Cc: Reinoso, Christina (US) <Christina.Reinoso@Teledyne.com>; IND Ask_TAI <Ask_TAI@Teledyne.com>

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

External Email

Dear Repair Team

Please could you advise when we will receive the replacement sensors for Box 1036, as we have still not received any sensors, last email received on 10th July 2026 stating we will receive replacements.

Kind Regards

Cathy Green

On Fri, 10 Jul 2026 at 16:48, IND_Repairs <IND_Repairs@teledyne.com> wrote:

Hi Christina,

Here's another follow up request on warranty replacements.

Best regards,

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

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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*

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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>; 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*

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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>

Email: cathy.green@viamed.co.uk

Tel: 44 (0)1535 634 542

Fax: 44 (0)1535 635 582

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Kind regards

Cathy Green

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