



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

Re: RMA Request Box 1079 || VIAMED - RTS11001079 / SENSORS x 2 - SN: 257497 & 269669 / *OUT OF WARRANTY BY 27 DAYS* RMA# 0063296

1 message

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

21 July 2026 at 17:31

To: IND_Repairs <IND_Repairs@teledyne.com>

Cc: "Reinoso, Christina (US)" <Christina.Reinoso@teledyne.com>, IND Ask_TAI <Ask_TAI@teledyne.com>, "Lugue, Nino (US)" <Nino.Lugue@teledyne.com>

Bcc: Main Account <viamedinbox@gmail.com>

Dear Christina

Please can we have an update on the RMA 63296 Box 1079.

These sensors were not out of warranty when the RMA was requested.

S/N: 257497 R-22AV Received on 6th May 2025 Your sales order 0078084 dated 1st May 2025 PVM4251

S/N: 269669 R-22AV Received on 25th June 2025 Your sales order 00785281 dated 20th June 2025 PVM 4351

Both sensors were requested by email for a RMA on 29th April 2026, we received a reply from Teledyne with a RMA attached on 18th May 2026 (19 days after the request was sent)

RMA was processed and paperwork was sent to Lauran Holiday as usual for approval on 21st May 2026

Approval granted and the RMA was shipped on 22nd May 2026.

Please issue warranty replacements, as they were within warranty at time of request.

Kind Regards

Cathy Green

On Fri, 10 Jul 2026 at 18:44, IND_Repairs <IND_Repairs@teledyne.com> wrote:

Hi Christina,

Sorry to bombard you with f/up emails but the customer is requesting on these outstanding requests.

This specific request, QC checked and seen that it is out of warranty by 27 days. Please respond to customer's inquiry below.

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

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

Sent: Friday, July 10, 2026 8:04 AM

To: IND_Repairs <IND_Repairs@Teledyne.com>

Subject: Re: RMA Request Box 1079 || VIAMED - RTS11001079 / SENSORS x 2 - SN: 257497 & 269669 /
WARRANTY RMA# 0063296

External Email

Dear Repairs Team

Please can we have an update on the return RMA 0063296 Box 1079

Kind Regards

Cathy Green

On Mon, 18 May 2026 at 22:46, IND_Repairs <IND_Repairs@teledyne.com> wrote:

Hi Cathy,

Attached is **RMA# 0063296** to use for the return of your **Sensors – Class R-22AV Oxygen | SN: 257497 & 269669**.

*****PLEASE NOTE ADDITIONAL SHIPPING INSTRUCTIONS FOR ALL INTERNATIONAL SHIPMENTS*****

1. Please have the RMA number written on the outside of the shipping box and include a copy of the attached RMA inside with the item/s.
2. Please NOTE the correct Declared Customs Value, the appropriate HTS Import code number, and the correct Country of Origin that is listed on the RMA. This same information must be displayed on your Commercial Invoice and FRT AWB (Freight Airway Bill). Otherwise, our Import Administrator will contact you for a revision of your Shipping documents.

*****Please see below for shipping by UPS (our Import Broker). They will help clear this Incoming shipment through U.S. Customs on our behalf:**

3. If shipping by UPS, no broker information needs to be indicated on the FRT AWB (Freight Airway Bill).
4. If shipping by Fed-Ex or a Freight (FRT) Forwarder, then please show our **Teledyne Import Broker: UPS Worldwide Saver**, on the FRT AWB (Freight Airway Bill).

a. The broker email is: phldocreceipt@ups.com

Below is our Import Broker's address (if needed):

UPS Supply Chain Solutions
15 East Oregon Avenue
Philadelphia, PA 19148

***Before this shipment leaves your Shipping dock, please forward all Shipping documents (Commercial Invoice and Frt. AWB) to Lauran Holliday at: TAltrade@Teledyne.com, our Import/Export Administrator (copied on this email), so she can review your Shipper's documents. She will give the OK to release your shipment to return back to TAI. If corrections need to be made, Lauran will advise you to make the necessary changes.**

Thank you,

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

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www.teledyne-ai.com



www.teledyne-api.com

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

Sent: Wednesday, April 29, 2026 4:29 AM

To: IND_Repairs <IND_Repairs@Teledyne.com>

Subject: RMA Request Box 1079

External Email

Dear Repair Team

Please could we have a RMA for the attached paperwork for Box 1079.

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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

Viamed Ltd.

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

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Kind regards

Cathy Green
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Viamed Ltd.

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