



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

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

1 message

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

18 August 2026 at 07:43

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

Bcc: Main Account <viamedinbox@gmail.com>

Dear Chris

Thank you for your email.

I have a few more that we have not had any update on.

Box 1059

Box 1070

Box 1073

Box 1078

Box 1081

Could you also look at Box 1079 we have been advised that the sensors were out of warranty by 27 days, but when we requested the RMA they were in warranty, but we did not receive an RMA number for another 19days, which may have made one of them out of warranty. Attached is a copy of the email.

Thank you for your help.

Kind Regards

Cathy Green

On Fri, 14 Aug 2026 at 00:56, Bowen, Chris (US) <Christopher.Bowen@teledyne.com> wrote:

Cathy,

I am very sorry, but these 4 requests seem to have gotten lost along the way. I will get these 4 entered today.

RTS11001036

RTS1100943

RTS11001083

RTS11001086

I do have these Warranty request in our system currently. In the interest of getting this cleaned up are there other pending requests that are not included in these 2 lists?

Sales order	Ship date	Name	Customer requisition	Customer reference
00864590	9/14/2026	Viamed Limited	WARR-PVM4797	Orig SO: 00825571
00865064	9/16/2026	Viamed Limited	WARR-PVM4792	Original SO #: 00825563

00865081	8/6/2026	Viamed Limited	WARR-PVM4583	Original SO #: 00811184
00865104	9/16/2026	Viamed Limited	WARR-PVM4303	Original SO #: 00780743

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



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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

Twitter: twitter.com/ViamedLtd

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Company registered in England, No. 01291765.

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**Re RMA Request Box 1079 VIAMED - RTS11001079 SENSORS x 2 - SN 257497 & 269669 OUT OF
WARRANTY BY 27 DAYS RMA# 0063296 20260818.pdf**
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