



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

Follow up on replacements >>>>RE: RMA request for box 1071 || RMA# 0062868 / PN: C43690-R17MED / SN: 326404, 326440, & 326453

2 messages

IND_Repairs <IND_Repairs@teledyne.com>

10 July 2026 at 18:40

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>
Cc: "Lugue, Nino (US)" <Nino.Lugue@teledyne.com>

Hi Christina,

Have these warranty replacements been sent to customer? Please see attached and advise on behalf 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 8:16 AM**To:** IND_Repairs <IND_Repairs@Teledyne.com>**Subject:** Re: RMA request for box 1071 || RMA# 0062868 / PN: C43690-R17MED / SN: 326404, 326440, & 326453

External Email

Dear Repairs Team

Please can we have an update on this returns RMA0062868 Box 1071

Kind Regards

Cathy Green

On Wed, 18 Feb 2026 at 18:18, IND_Repairs <IND_Repairs@teledyne.com> wrote:

Hello Cathy,

Attached is **RMA# 0062868** to use for the return of your **Sensor – C43690-R17MED | SN: 326404, 326440, & 326453**.

*****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

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From: Cathy Green <cathy.green@viamed.co.uk>
Sent: Friday, February 13, 2026 9:05 AM
To: IND_Repairs <IND_Repairs@Teledyne.com>
Subject: RMA request for box 1071

External Email

Dear Repair Team

Please could we have a RMA for the attached paperwork.

--

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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Kind regards

Cathy Green

Goods Out / Stock Control Supervisor

Viamed Ltd.

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

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----- Forwarded message -----

From: IND_Repairs <IND_Repairs@teledyne.com>

To: IND Ask_TAI <Ask_TAI@teledyne.com>

Cc: "Lugue, Nino (US)" <Nino.Lugue@teledyne.com>, IND_Repairs <IND_Repairs@teledyne.com>

Bcc:

Date: Tue, 14 Apr 2026 19:55:06 +0000

Subject: RE: RMA 62868

Hello Sales Team,

I just am receiving all evaluated sensor RMA request; please let me know if replacement was already sent to the customer?

Best regards,

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

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From: Lugue, Nino (US) <Nino.Lugue@Teledyne.com>

Sent: Tuesday, April 14, 2026 9:32 AM

To: IND_Repairs <IND_Repairs@Teledyne.com>

Subject: RMA 62868

Regards,

Nino LagueNino.Lague@Teledyne.com

QA Analyst

Phone no. 626-934-1659

16830 Chestnut Street - City of Industry, CA 91748 - USA



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3 attachments **RMA 62868 .pdf**
1095K **RE: RMA 62868.eml**
1560K **RMA 62868 .pdf**
1095K

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

21 July 2026 at 21:09

Draft To: IND_Repairs <IND_Repairs@teledyne.com>

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

Dear Christina

Please advise when we will receive the warranty replacements for RM62868 box 1071

Kind Regards

Cathy Green

[Quoted text hidden]