



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

RE: RMA Request for Box 1076 (SENSORS x15) RMA# 0063143 and Box 1077 (SENSORS x27) RMA# 0063154

1 message

IND_Repairs <IND_Repairs@teledyne.com>

10 July 2026 at 16:47

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,

Please see attached email from QC and update customer with replacement inquiry.

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 8:10 AM**To:** IND_Repairs <IND_Repairs@Teledyne.com>**Subject:** Re: RMA Request for Box 1076 (SENSORS x15) RMA# 0063143 and Box 1077 (SENSORS x27) RMA# 0063154

External Email

Dear Repairs Team

Please can we have an update on this returns RMA0063143 Box 1076

Kind Regards

Cathy Green

On Fri, 17 Apr 2026 at 01:33, IND_Repairs <IND_Repairs@teledyne.com> wrote:

Hi Cathy,

Attached is **RMA# 0063143** to use for the return of your **Sensors – Class R17AV | Box 1076 - SN: 340382, 340388, 340389, 340390, 340391, 340393, 340401, 340402, 340405, 340416, 340417, 340418, 340425, and 340428**

Attached is **RMA# 0063154** to use for the return of your **Sensors – Class R21A | Box 1077 - SN: 326764, 326772, 326796, 326820, 326832, 326835, 326859, 326890, 326902, 340468, 340476, 340480, 340486, 340491, 340498, 340500, 340519, 340536, 340555, 340559, 340564, 340580, 340587, 340591, 340596, 340600, & 340602**

*****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: TAItrade@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

Direct +1 858 657 9813 // Trina.Garland@Teledyne.com



www.teledyne-ai.com



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From: Khan, Mohammad (US) <Mohammad.Khan@Teledyne.com>

Sent: Tuesday, April 14, 2026 10:14 AM

To: IND_Repairs <IND_Repairs@Teledyne.com>; Lague, Nino (US) <Nino.Lague@Teledyne.com>

Subject: RE: RMA Request for Box 1076 (SENSORS x15) and Box 1077 (SENSORS x27)

Rejection is related to the output values, please issue an RMA for further investigation.

Best Regards,

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

Sent: Tuesday, April 14, 2026 3:04 AM

To: IND_Repairs <IND_Repairs@Teledyne.com>

Subject: RMA Request for Box 1076 and Box 1077

External Email

Dear Repairs Team

Please can we have a RMA for the attached paperwork for Box1076 and Box1077.

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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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Kind regards

Cathy Green

Goods Out / Stock Control Supervisor

Viamed Ltd.

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

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

To: IND_Repairs <IND_Repairs@teledyne.com>

Cc:

Bcc:

Date: Tue, 2 Jun 2026 21:59:28 +0000

Subject: RMA 63143

All sensors are under warranty and shall be replaced.

Regards,

Nino Lugue

Nino.Lugue@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 63143.pdf
6587K



RMA 63143.pdf
6587K



RMA 63143.eml
9035K