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FAX MESSAGE

Gümligen, 3 March 2000	Pages: 2 incl. cover
To: Viamed Limited, Keighley	
Fax No.: 0044 1535 635 582	
Attention: Mr S. Watmouth cc: Mr P. Lamb	

Electrical hazard with "Wandarm" Type 79

Dear Mr Watmouth,

Further to your fax of 28 October 1999 we would like to acknowledge receipt of a letter of confirmation from Ondal GmbH (copy of which is enclosed).

quote:

"As confirmed over the phone your customer (Viamed) is correct: the spring loaded arm is earthed only by the mechanical connection of the pivot on the arm which is not adequate from the safety point of view.

Consequently we will modify the arm in that respect that the arm will be equipped with a connection to earth of its own (delay until implemented in manufacturing process about two weeks).

Your customer (Viamed) mentions that in some cases the warmers/units are fixed directly to the boom. The boom is not designed for this. The combination boom/arm was designed that the earthed warmer/unit is fixed to the arm."

unquote!

For your information we have ordered another 50 units from Ondal which will be delivered in April 2000 and will be of the modified version.

We would like to thank you for your interest and efforts which result in a higher quality of our products.

Best regards,

ING. NUFER AG

Dieter Indermühle
Product Manager

PS: Should we delay your latest order for 6 units Ceratherm until the modified arms are ready?
Please advise. Thank you

02-MÄR-2000 17:56

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ondal
INDUSTRIE TECHNIK**An: Nufer-Medical**
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A. Mühlenbeck**Datum: 02. März 2000****Telefon: ++49 6652/81-598****Fax: ++49 6652/81-307****Email: amuehlenbeck@ondal.de****Fax: 0041 31 951 4673****Anzahl der Seiten: 1**

Reklamation Federarm

Sehr geehrter Herr Indermühle,

wie bereits telefonisch vorab informiert, hat Ihr Kunde mit der Beanstandung recht. Der Ausleger ist nur durch die mechanische Verbindung des Federarmzapfens geerdet. Dies reicht sicherheitstechnisch nicht aus.

Konsequenz: Wir werden eine Änderung am Ausleger durchführen, so daß der Ausleger einen eigenen Erdungsanschluß bekommt (Dauer bis zur Realisierung ca. 2 Wochen).

Unter anderem schreib Ihr Kunde, daß er u. U. Geräte direkt an den Ausleger hängt. Dafür ist der Ausleger nicht vorgesehen. Die Kombination Ausleger/Federarm ist so ausgelegt, daß das geerdete Gerät am Federarm angeschlossen wird.

Wir hoffen mit dieser Aussage Ihnen geholfen zu haben.

Mit freundlichen Grüßen,

ONDAL
Industrietechnik GmbH


Andreas Mühlenbeck



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FAX MESSAGE

Gümligen, 12 January 2000	Pages: 1 incl. cover
To: Viamed Limited, Keighley	
Fax No.: 0044 1535 635 582	
Attention: Mr Simon Watmouth	

Dear Mr Watmouth,

Further to your fax of January 5, 2000 we would like to apologise for the delay in responding to your query re Ondal-Wandarm.

We have contacted the manufacturers again and inquired about the requested report. The delay is mainly due to the fact that the person in charge has left and the new replacement only just started the job.

We have made clear that the report is needed urgently and were promised to receive their answer later this week.

We apologise again for not having come back on this topic before and thank you for your comprehension.

Best regards,

ING. NUFER AG

Dieter Indermühle
Product Manager

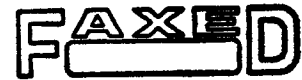


VIAMED



Fax Transmission.

To: Dieter Indermuhle.
Product Manager.
Nufer Medical.



Date: 05/01/00.

From: Simon Watmough.
Engineer.
Viamed Ltd.

Dear Mr Indermuhle,

Thankyou for your Fax of 29/10/99 in response to my query to the integrity of the Wandarm hinge when safety testing. It has now been over two months without a response from the manufacturers.

I would be grateful if you could again request a response from them as to this 'problem' and whether the wandarm unit should be safety tested with the hinge under load, simulating normal operating condition. With the hinge under no load, the continuity through it is lost.

I look forward to your reply.

Yours Faithfully,

S Watmough.
I Eng, B Eng.



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FAX MESSAGE

Gümligen, 29 October 1999	Pages: 1 incl. cover
To: Viamed Limited, Keighley	
Fax No.: 0044 1535 635 582	
Attention: Mr S Watmough, Engineer	

Dear Mr Watmouth,

Further to your fax ref X 7785 / 2193 of 28/10/99 we would like to thank you for giving us the information about the Wandarm. We have passed your message on to the manufacturer and urged them to let us have their statement asap.

We have been using this type of arm for just over two years and have never had any trouble be it upon a test or in practice. However, this does not mean that the risk which you describe does not existed. We are very keen to learn what the manufacturer's opinion is.

As soon as we are in possession of their statement we will contact you.

Yours faithfully,

ING. NUFER AG

Dieter Indermühle
Product Manager