

CUSTOMER COMPLAINT REPORT		SRN: DATE: 85
CUSTOMER: <i>LEICESTER Royal Infirmary</i> CUSTOMER ORDER NO: <i>CF1956</i> FILE NO. <i>2600</i> <i>CF1957</i> ADDRESS: <i>INFIRMARY SQUARE</i> <i>LEICESTER</i> <i>LE2 7HA</i>		
		INVOICE NUMBER: <i>IN058274</i> <i>IN058275</i>
PRODUCT: <i>A521-60030</i> SERIAL NUMBER:		DATE DISPATCHED: <i>2.12.99</i>
MANUFACTURER / SUPPLIER <i>Nufur</i>		
NATURE OF COMPLAINT: <i>2 STANDS SUPPLIED ON ORDER.</i> <i>DURING ASSEMBLY ONE BOLT SHEARED OFF ONE STAND</i> <i>A REPLACEMENT WAS SENT (STAND P/N A521-070600330402)</i> <i>NOW REPLACEMENT SUFFERED SAME FAULT</i> <i>23-12-99 STAFF INSTRUCTED NOT TO USE THE FIRST STAND WHICH</i> <i>ASSEMBLED O.K.</i> <i>10 LETTERS TO NUFUR ATTACHED. - LETTERS 2434, 2467, 2470</i>		
RESULT OF INVESTIGATION:		
SIGNED:		DATE:
CORRECTIVE ACTION: EXTERNAL: INTERNAL: SIGNED:		
DATE:		
MEDICAL DIRECTIVE INFORMED YES / NO		Q.C. 12





Ing. Nufer AG
Schürmattstrasse 6
Postfach 125
CH-3073 Gümligen

Tel. ++41 31 958 66 66 Fax ++41 31 951 46 73
E-Mail: info@nufer-medical.ch
Internet: <http://www.nufer-medical.ch>
UBS Bern
MWSt-Nr. 121 519



FAX MESSAGE

Gümligen, 22 December 1999	Pages: 1 incl. cover
To: Viamed Limited, Keighley	
Fax No.: 0044 1535 635 582	
Attention: Mr Peter Lamb	

Dear Peter,

Further to your today's fax re the broken Ceratherm stands we too are very concerned about this fault.

We have checked and tested the welding of the stands in our stock and here the bolts did not shear off. You will of course receive a free replacement of the lower post for the second stand, too.

Furthermore we are going through our files to find out which lot these two stands came from and where these were shipped to. We will contact the manufacturer and keep you informed.

We regret all inconveniences caused and thank you in advance for your prompt reaction.

Best regards,

ING. NUFER AG

Dieter Indermühle
Product Manager



VIAMED



Our reference: X 7785 / 2434

004131 951 4673

Nufer Medical
Schurmattstrasse 6
CH-3073 Guemligen
Berne
SWITZERLAND

FAXED

13/12/99

Dear Dieter

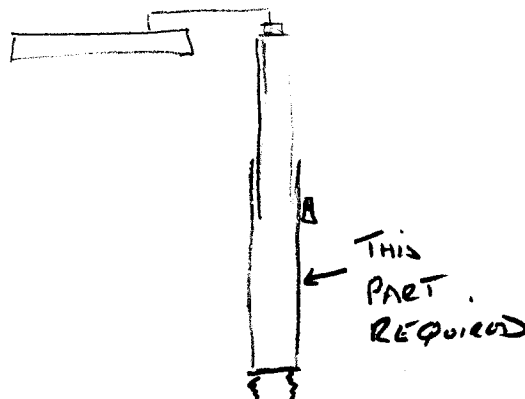
We have recently delivered a new mobile Ceratherm where the customer has complained that one of the securing bolts, from the base of the cream post, sheared off while being assembled.

Please could you arrange for a replacement post to be sent as soon as possible. I am assuming that this item will be under warranty but would appreciate if you can confirm receipt of this fax and inform me of the part number.

Please do not hesitate to contact me if you have any queries.

Yours sincerely

Peter





VIAMED



Our reference: X 7785 / 2467 / 5726

004131 951 4673

Nufer Medical
Schurmattstrasse 6
CH-3073 Guemligen
Berne
SWITZERLAND

FAXED
21-12-99

21/12/99

Dear Dieter

I now have the broken Ceratherm stand in the office, I also have a second stand which has the same fault, sheared securing bolt. The problem appears to be incorrect welding on both stands.

I am now seriously concerned about the quality of these stands and would ask you to fully investigate the design/welding. I also need to know as soon as possible if we need to recall the stands currently in use out in the market

I will ship both of these stands to you this week and would appreciate it if you could arrange for top quality replacements to be sent as soon as possible

Yours sincerely

Peter



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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 Peter Lamb	

Dear Peter,

Further to your phone call of yesterday we would like to apologise for the delay in responding but business has been pretty busy in December and we are now suffering from the aftermath.

- a) re the stands we would like to confirm that the ones we held in stock when we received your complaint have been returned to the manufacturers for testing. The obvious reason for the defect is inadequate welding and is covered by the warranty on labour. According to our files the defective stands were of the lot manufactured in April/May 1999. The latest lot (the stands we have in stock) dates of September 1999. The two posts were both tested by ourselves and the manufacturer prior to despatch.
- b) re the safety problem with the Wandarm we have contacted Ondal and made clear that their report is needed urgently. The person in charge has left the company and was replaced only this year. We were promised to receive their answer later this week.

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

Best regards,

ING. NUFER AG

Dieter Indermühle
Product Manager



VIAMED



Our reference: X 7785 / 2470

004131 951 4673

Nufer Medical
Schurmattstrasse 6
CH-3073 Guemligen
Berne
SWITZERLAND

23/12/99

Dear Dieter

Please find enclosed the two faulty pole stands. Lock tight has been used on the thread but I have been assured that the nuts were tightened while the lock tight was liquid and not contributory to the failure of the welding.

I have two more poles from the latest batch which will not be put into use until I hear from you. Ideally I would like to know the maximum torque to be applied to these bolts to have the desired securing affect.

All the stands in question have been allocated to customer orders and therefore I would request that any replacements (ideally four) are sent to use as soon as possible.

Yours sincerely

Peter

Enclosure:

2 X 521-07060033 mobile stand poles



Viamed Limited, 15 Station Road, Cross Hills,
Keighley, West Yorkshire, BD20 7DT, U.K.
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Email: info@viamed.co.uk www.viamed.co.uk
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FAX MESSAGE

Gümligen, 19 January 2000	Pages: 1 incl. cover
To: Viamed Limited, Keighley	
Fax No.: 0044 1535 635 582	
Attention: Mr Peter Lamb	

Dear Peter,

Our administration can no longer cope with the paper work which is why the official fax to you (coming from our technical people) is not ready, yet.

However, the basic information which you need is the torque:

- all bolts have been tested to withstand a torque of 17,6 Nm

We trust this will help you and will push the paperwork so that all the other info will be sent out to you later this week.

Best regards,

ING. NUFER AG

Dieter Indermühle
Product Manager



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FAX MESSAGE

PC

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ING. NUFER AG

Dieter Indermühle
Product Manager