



John Lamb

From: "Chris Morgan"
To: "Steve Hardaker" <shard@viamed.co.uk>
Sent: Wednesday, May 22, 2002 5:24 PM
Subject: RE: Viamed - catches for BA/10 cabinet

Hi Steve,

Sincere apologies for the problems, and thanks for your trouble taking the photo - we are ensure that future cabinets, including the ones coming to you next week will be OK.

Also arranging to send 10 catches to you.

regards,

Chris Morgan

-----Original Message-----

From: Steve Hardaker [mailto:shard@viamed.co.uk]
Sent: 22 May 2002 16:57
To: Chris Morgan
Subject: Viamed - catches for BA/10 cabinet

Chris as discussed the picture attached shows a scan of the 2 different types, the left has a washer between the moving parts and the one on the right does not.

We currently have in stock 10 cabinets that have the type without washers and we are receiving reports from customers that these are causing problems by being loose allowing the door to open unexpectedly, others are simply breaking off.

I would be grateful if you could ensure that future cabinets have the catches with washers. Also would it be possible for you to send me a box of these to replace the catches on the 10 units we have in stock of this type?

I thank you for your attention to this matter.

Regards,

Steve Hardaker

(PS if the image is not viewable or you need it in another format please let me know asap)