



Steve Hardaker <viamed.steve.hardaker@gmail.com>

Fwd: Ceratherm Heater

1 message

Main Account <office@viamed.co.uk>
To: steve.hardaker@viamed.co.uk

31 October 2016 at 17:11

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

From: **Armour John (Medical Physics & Clinical Engineering)** <John.Armour@nuh.nhs.uk>
Date: 31 October 2016 at 17:07
Subject: Ceratherm Heater
To: "Lisa Leggoe (lisa.noon@viamed.co.uk)" <lisa.noon@viamed.co.uk>

I tried submitting web enquiry, but kept getting an error ::

I work in MESU at Nottingham City Hospital NHS Trust

We have a Ceratherm Isotherm C600-2 s/n YZ0104

to which we fitted a new C600-2 Ceramic Heater Element
0330120

supplied by yourselves, January this year and it has cracked.

I wonder if there is a Quality Control issue, as the first one we received on the order broke in transit.

We previously have had these for 14 years with no cracking occurring!

PO was 201106442

At £152 plus vat and carriage we would expect better

Thanks John Armour

Thank You,

Best Regards,

John H Armour

John H.Armour

Senior Clinical Engineering Technologist,

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of Clinical
Technologists



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TRACKING ID: B58177ab60000.000000000001.0003.mml - 17:09:41 31/10/2016

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