

Service Repair Sheet SRS67434

Date Promised to Return: 01 Jan 1970 -3600

Contact Name

Richard Agan

Company/ Hospital Name

Newcastle Hospitals NHS

Department

Electronics & Medical Engineering Dept.

Position

Senior Medical Electronics Technician

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Order Number

Date Received

19/Feb/2020

Booked in By

Catherine Spence

Main Company

Viamed

Type Return

Warranty

Notes 17/Feb/2020 Steve Hardaker

17/Feb/2020 Steve Hardaker

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Michael Green is collecting 2 Ceratherm 600-3 head units to return to Nufer for investigation:

- 1 that locks up when power is disconnected
- 1 that alarms correctly but fails to recover to the previous power settings.

No loan units being placed initially but may be required depending upon how long the investigation takes.

Customer advises 22 of 31 units are affected.

Fault was first reported when the units were still under warranty so expecting that Nufer will honor this.

19/Feb/2020 Catherine Spence

first record to SH from on 15/01/2020

received in S/N 1822-3-1018 alarms correctly and then when power is reinstated it doesn't resume at previous setting as stated in manual and 1553-3-0218 alarms with a constant alarm and LED illuminated, when power is reinstated the units continues to alarm, both in high use areas

Ready For quote

Repair Complete Signed

sent back  
to supplier  
cg 28.2.2020

SRN	Equipment	Stock Ref	Serial Number	Warranty
SRN32384	Radiant Warmers	0310300	1822-3-1018	Yes
SRN32383	Radiant Warmers	0310300	1553-3-0218	Yes

034005 x 2 FOC.

S/N, SRS, SRN

UPS x 1 FOC

**ELECTRONICS & MEDICAL ENGINEERING DEPARTMENT  
ROYAL VICTORIA INFIRMARY  
QUEEN VICTORIA ROAD  
NEWCASTLE UPON TYNE  
NE1 4LP  
Tel: 0191 2824069**

14th February 2020

Dear Steve

Please find enclosed two Ceratherm 600-3 that are not working correctly when mains power is disconnected during use. The serial numbers are 1822-3-1018 and 1553-3-0218. Serial number 1822-3-1018 alarms correctly and then when the power is reinstated it doesn't resume at the previous setting as stated in the manual. Serial number 1553-3-0218 alarms with a constant alarm and LED illuminated, when the power is reinstated the unit continues to alarm. The units that are failing are in the high use areas.

Please see the attached list of our radiant heaters.

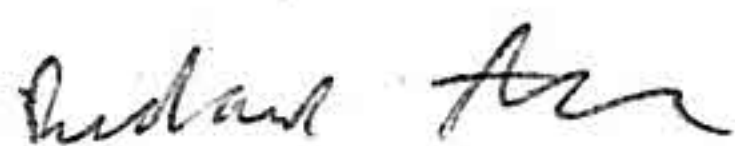
Key- Green – Power fail alarm works correct and previous setting resumed when power reinstated

Yellow – power fail alarm works correctly however the unit goes into standby with the power button lit, when power is reinstated and doesn't resume normal setting.

Red – during power fail the unit constantly alarms and red LED is illuminated until the super cap is flat, if the mains is reinstated the alarm continues.

If you need anything else please contact me however I am on holiday from the 21<sup>st</sup> of February until the 17<sup>th</sup> of March during this time please contact Adam Lowes on 0191 2448252 or adam.lowes@nhs.net

Regards



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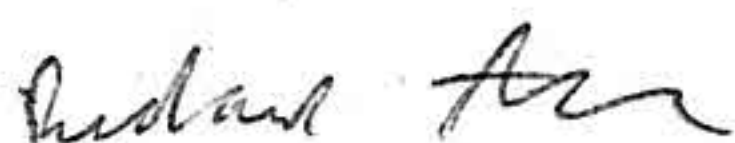
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