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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