



Main Account <viamedinbox@gmail.com>

Re: User's Manual RICAP

1 message

Stephane Hollande <steph@zugmed.com>
To: Catrin Hollings <catrin.hollings@viamed.co.uk>
Cc: Ryan Swaine <ryan.swaine@viamed.co.uk>

11 April 2022 at 21:52

Dear Catrin,

RICAP is not serviceable out of our factory. Most parts are glued to remain compact, so there is not much that can be done to repair it in fact.

Regarding the ISO certificate, we expect to get it in the coming days from TUV. Still waiting for them.

Regards,

Mr Stephane Hollande
CTO & Business Development
Zug Medical Systems SAS - www.zugmed.com
Office Tel: +33 9 84 116 339
SIRET 819 195 967 00024 - APE 4669B
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On Apr 11, 2022, at 11:07, Catrin Hollings <office@viamed.co.uk> wrote:

Dear Stephane,

Further to your email with my colleague Ryan, have you been able to get a copy of the service manual as mentioned in your IFU?

Also, we have noticed that your ISO 13485 certificate is due to expire on 14th April 2022. Please can you provide us with your revised copy.

Thanks

Kind regards

Catrin Hollings
Marketing
Viamed Ltd.

Please note: Viamed is now enacting a coronavirus contingency plan to allow sales and admin staff to work from home, and I am now working remotely. Telephone calls to the main office will be answered remotely, but please continue to use email where possible.

<http://www.viamed.co.uk>
Email: catrin.hollings@viamed.co.uk
Tel: +44 (0)1535 634 542
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Twitter: twitter.com/ViamedLtd
Facebook Page: Search for Viamed Ltd

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On Wed, 2 Mar 2022 at 10:33, Ryan Swaine <office@viamed.co.uk> wrote:
Hi Stephane

I understand you can not service the device in the literal sense, but my colleague pointed out that your IFU states that there is a service manual for recommended maintenance tasks under 6.1 Maintenance.

Best regards
Ryan

Ryan Swaine
International Sales Manager
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On Tue, 1 Mar 2022 at 18:47, Stephane Hollande <steph@zugmed.com> wrote:
Hello Ryan,

Normally RICAP is not serviceable.
It is mainly glued parts, so if defective, it is very difficult to open it without breaking the housing and more.
When you have a defective unit, you would need to send it back to us, so we can find out whether we can repair it, or replace it (if under warranty and failed because of manufacturer fault).

I will check with the engineering team whether we have other documents to help in case, but not as far as I know.

Regards,

Mr Stephane Hollande
CTO & Business Development
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On 3/1/22 15:41, Ryan Swaine wrote:

Hi Stephane

Do you have a copy of the service manual for the RiCap you can send me?

Best regards
Ryan

Ryan Swaine
International Sales Manager
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On Thu, 28 Oct 2021 at 18:02, Stephane Hollande <steph@zugmed.com> wrote:
Hi Ryan,

Please find attached RICAP User's manual.

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Regards,

Mr Stephane Hollande
CTO & Business Development
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