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**AW: Spare parts for Ondal mounting arm for Ceratherm**

1 message

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**Jonas Boss, Nufer Medical AG** <j.boss@nufer-medical.ch>

7 June 2018 at 14:22

Reply-To: "Jonas Boss, Nufer Medical AG" &lt;j.boss@nufer-medical.ch&gt;, Nufer Verkauf &lt;verkauf@nufer-medical.ch&gt;, "INFO, Nufer Medical AG" &lt;info@nufer-medical.ch&gt;

To: "steve.hardaker@viamed.co.uk" &lt;steve.hardaker@viamed.co.uk&gt;

Cc: "INFO, Nufer Medical AG" &lt;info@nufer-medical.ch&gt;, Nufer Verkauf &lt;verkauf@nufer-medical.ch&gt;

Dear Steve,

sorry for this mistake.

We have just got two pieces of those parts in stock.



Part.-n°: 521-1934622

Description: securing kit, RAL 9016

Price: € 33.45 per piece

How many of the "lamp screw C600-2" do you need? Are 10 pieces sufficient for you? I can send you those free of charge.

By the way: We have receive an order from Derek Lamb (POR11773) is it ok if we send all tiems together?

Best regards

Jonas Boss

Betriebsleiter

*Operations Manager*

**Nufer Medical AG**

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**Von:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **Im Auftrag von** Steve Hardaker

**Gesendet:** Mittwoch, 6. Juni 2018 14:00

**An:** Jonas Boss, Nufer Medical AG <[j.boss@nufer-medical.ch](mailto:j.boss@nufer-medical.ch)>

**Betreff:** Re: Spare parts for Ondal mounting arm for Ceratherm

Hi Jonas,

Please can I refer you to the email below from February regarding the part number and pricing for the securing sleeve for an Ondal Ceratherm mounting arm.

There seems to have been a misunderstanding as the part number that you gave me (PN 521-37247) and the parts that we received are actually the nose segment, which is the metal semi-circular clip.

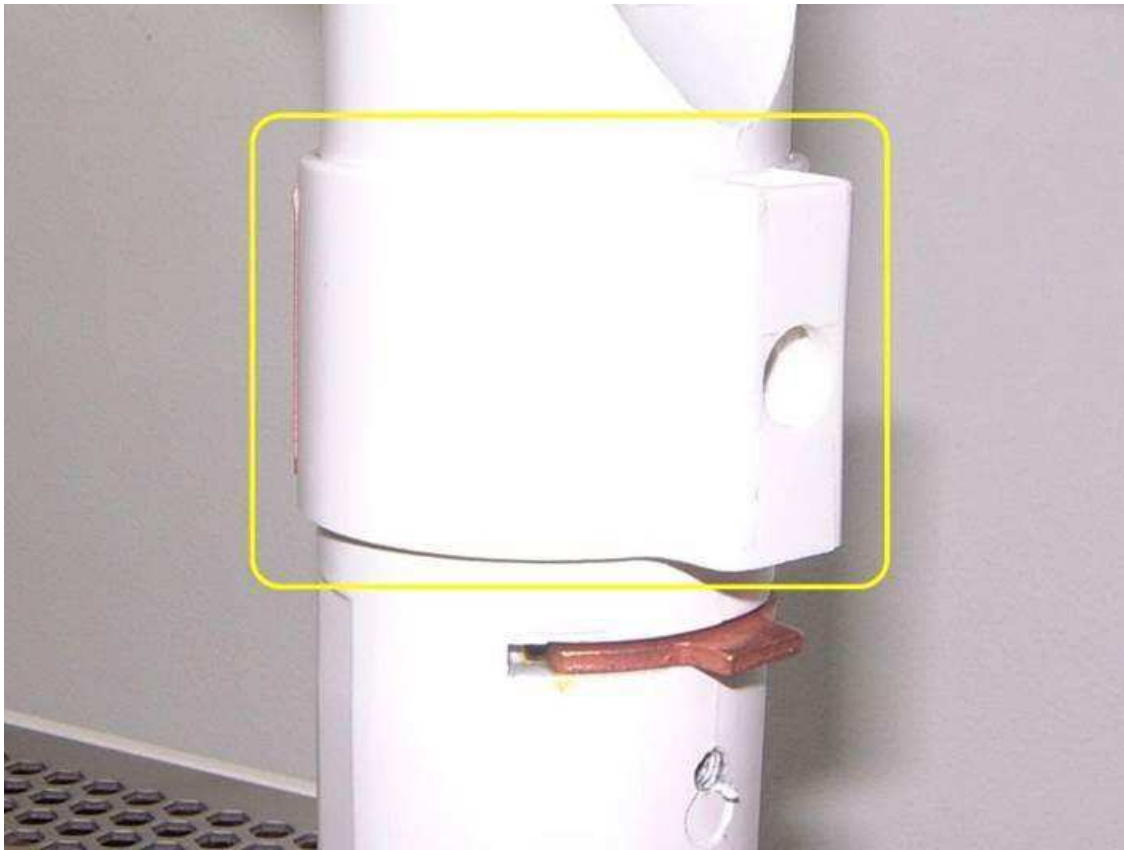
The part that my customer needs is the white plastic securing collar, please see attached image for clarification. Please can you provide me with the part number and price as I still require 2 of these?

I also need some more of the lamp screws that hold the lamp in place on the Ceratherm 600-2, which you mentioned is not listed under a unique part number. Are you able to send me some of these?

I look forward to hearing from you.

Regards,

Steve



Steve Hardaker  
Technical Support Manager  
Viamed Ltd.

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On 7 February 2018 at 09:20, Jonas Boss, Nufer Medical AG <[j.boss@nufer-medical.ch](mailto:j.boss@nufer-medical.ch)> wrote:

Hi Steve,

the securing sleeve for Ondal has the following part n° and price:

#521-37247

Securing Sleeve Ondal  
€ 15.- pp

We do not carry the screw as an article. However, if you can tell me how much you need, I can include it with the next shipment?

Best regards

Jonas Boss

Betriebsleiter

*Operations Manager*

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**Von:** [viamed.steve.hardaker@gmail.com](mailto:viamed.steve.hardaker@gmail.com) [<mailto:viamed.steve.hardaker@gmail.com>] **Im Auftrag von**  
Steve Hardaker

**Gesendet:** Dienstag, 6. Februar 2018 17:13

**An:** Jonas Boss, Nufer Medical AG <[j.boss@nufer-medical.ch](mailto:j.boss@nufer-medical.ch)>

**Betreff:** Spare parts for Ondal mounting arm for Ceratherm

Hi Jonas,

One of my customers requires the following spare parts to complete their annual maintenance, please can you advise the part numbers and latest prices?

- Securing sleeve from the Ondal mounting arm - Item G on the Inspection and Maintenance Advice (see attached)

- Lamp holder screw for the Ceratherm 600-2 - As detailed in 8.2 Step 2 of Service Manual 14.006.D\_SM  
Ceratherm 600 (EN).DOC

Thank you in advance.

Regards,

Steve

Steve Hardaker  
Technical Support Manager  
Viamed Ltd.

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