



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

AW: Ceratherm 600 casing screws

1 message

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

2 July 2018 at 15:15

To: "steve.hardaker@viamed.co.uk" <steve.hardaker@viamed.co.uk>

Cc: "Service-Repair-Division, Nufer Medical AG" <techservice@nufer-medical.ch>

Dear Steve,

Thank you for your patience and excuse me for the longer wait. We have never had this problem before and I had to clarify this exactly.

Obviously, we haven't yet heard about the problem with equipment this old. And we cannot find out up to which year these "old" metal chassis were installed.

Would you be able to purchase alternative screws yourself? I think it would be easiest for both sides instead to ship a package of (heavy) screws.

Following I'm sending you a link with possible, alternative screws: <https://www.amazon.co.uk/Flanged-Button-Screws-Stainless-Delivery/dp/B00ABNJ7J6>

What do you mean?

Best regards

Jonas Boss

Betriebsleiter

Operations Manager

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Von: Main Account <viamedinbox@gmail.com> **Im Auftrag von** Steve Hardaker
Gesendet: Montag, 2. Juli 2018 11:29
An: Jonas Boss, Nufer Medical AG <j.boss@nufer-medical.ch>
Betreff: Re: Ceratherm 600 casing screws

Hi Jonas,

Thank you for looking into this.

I also tried this myself, using a decommissioned 600-2 that we have here, and found that the screws would only just grip with the spacers fitted, allow just 1/4 to 1/2 a turn.

I checked with the customer whether they are using the original screws, the following is his reply:

" the screws are original, some of the screws do fit and allow the half turn you mentioned but it seems when putting screws into the rear of the unit they are just a little too short and don't grip into the chassis like the ones at the front and middle."

Regards,

Steve

Steve Hardaker
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On 29 June 2018 at 14:54, Jonas Boss, Nufer Medical AG <j.boss@nufer-medical.ch> wrote:

Hello Steve,

thank you for your email. I will come back to you beginning of next week.

Thanks for understanding.

Kindest regards

Jonas Boss

Betriebsleiter

Operations Manager

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Von: Main Account <viamedinbox@gmail.com> **Im Auftrag von** Steve Hardaker

Gesendet: Donnerstag, 28. Juni 2018 15:39

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

Cc: Daniel Urfer, Nufer Medical AG <d.urfer@nufer-medical.ch>

Betreff: Ceratherm 600 casing screws

Good Afternoon Jonas,

We have supplied a customer with replacement casings for both Ceratherm 600-2 and 600-3 radiant warmers. Upon fitting to an older 600-2 unit (from 2002) using the supplied spacers, the customer found that the screws are not long enough to grab into the screw holes in the chassis.

The replacement casing will fit onto the newer 600-3 using the spacers without a problem but on the older chassis, the screw thread is recessed slightly into the fixing point and does not come all the way to the surface so the screws can no longer reach when the spacers are fitted.

I have attached photos of the older and newer designs to illustrate this. Do you have a longer screw available to solve this problem?

The customer has 20 Ceratherm 600-2 units with casings that are starting to show signs of cracking, so all will need to be replaced in the near future.

I look forward to hearing from you.

Regards,

Steve Hardaker
Technical Support Manager
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