
AW: Ceratherm 600-2 spare parts

1 message

Daniel Urfer, Nufer Medical AG <d.urfer@nufer-medical.ch>
To: "viamedinbox@gmail.com" <viamedinbox@gmail.com>
Cc: "Jonas Boss, Nufer Medical AG" <j.boss@nufer-medical.ch>

10 October 2018 at 10:29

Dear Steve

Concerning the situation with the Controller Board / Ceratherm 600-2 / Item Number 521-185001:

Please find enclosed our information letter in this matter.

We guarantee for the Ceratherm a lifetime of 7 years and therefore an after sales support of 7 years after the last production. The last Ceratherm 600-2 were delivered by us in May 2012, but we offer support until the end of 2019.

But we have a problem with the controller board Ceratherm 600-2. We no longer have complete boards in stock and due to electronic components no longer available from the manufacturer, we can unfortunately not re-produce complete boards. Unfortunately we have no influence on these big component manufacturers.

However, we can repair defective boards at any time. In addition we offer (in case of defective controller boards) a complete exchange of the Infant Warmer at a very attractive price (in comparison to the spare parts price of the board, see our information letter). We will keep this exchange offer until the end of 2019. If you have a customer with a defective device please contact us and if you have any questions please do not hesitate to contact us also.

Best regards

Daniel

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

Gesendet: Dienstag, 9. Oktober 2018 17:21

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

Betreff: Re: Ceratherm 600-2 spare parts

Hi Jonas,

Can I ask if you have any 521-185001 controller PCB's left in stock?

As part of the conditions of sale to NHS hospitals in the UK, Viamed has a commitment to supply spare parts for a period of 7 years from the date of last manufacture.

From my records it looks like we were still supplying the Ceratherm 600-2 into late 2012, with the first 600-3 models arriving in October 2012, so we really need to support them until late 2019.

Our sales figures show that we supplied 7 replacement PCBs for Ceratherm 600-2 in 2017, and with around 400 units in use in the UK, we may need to keep some in stock before they become unobtainable.

Can you advise me whether we can still get them? Thanks in advance.

Regards,

Steve

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