
AW: Ceratherm 600-2 spare parts

1 message

Daniel Urfer, Nufer Medical AG <d.urfer@nufer-medical.ch>
To: "steve.hardaker@viamed.co.uk" <steve.hardaker@viamed.co.uk>
Cc: "Jonas Boss, Nufer Medical AG" <j.boss@nufer-medical.ch>

10 October 2018 at 14:02

Dear Steve

Please see my remarks below in **red**.

I hope these information are helpful.

Kind regards

Daniel

Daniel Urfer

Managing Director



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Von: Main Account <viamedinbox@gmail.com> **Im Auftrag von** Steve Hardaker
Gesendet: Mittwoch, 10. Oktober 2018 13:23
An: Daniel Urfer, Nufer Medical AG <d.urfer@nufer-medical.ch>
Cc: Jonas Boss, Nufer Medical AG <j.boss@nufer-medical.ch>; Steve Nixon <steve.nixon@viamed.co.uk>
Betreff: Re: Ceratherm 600-2 spare parts

Hi Daniel,

Thank you for your email and information notice regarding the discontinuation of the Ceratherm 600-2 controller PCB (521-185001). The notice is dated 02.02.2018 but I don't think that we have received this previously?

I have a few questions that I hope you can answer so that we can put together a replacement offer for our customers:

Does the offer of a replacement head unit at the special price require us to send the customer's unit back to you? **We only need the serial number of the device which has been put out of operation. We will mark the device in our database accordingly (out of service, may no longer be used, CE conformity is no longer guaranteed). Viamed is responsible for the decommissioning. So we do not generate additional transport costs for you. Or are there any other terms that we need to be aware of? No other terms.**

Do we apply our usual trade discount of -30% to that price of €650.00? **That's the dealer price. In customer's interest, we recommend to set the smallest possible margin for this special case. In addition, we recommend the device replacement only where there is no other possibility (of course it would be better to offer the customer an exchange in 2020 at a higher price). Many devices will be not affected by this issue. We have several thousand 600-2 in operation and we have so far only replaced two devices. Normally, we provide the customer with a replacement device and repair the customer's device in the meantime.**

What would be the shipping cost for a single unit? **It depends on the transport company and the transport time. My estimation: 200-300 €.**

Thank you in advance and I look forward to hearing from you.

Regards,

Steve

Steve Hardaker
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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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Managing Director



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