
WG: 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>

23 October 2018 at 12:52

Dear Steve

Please excuse my late response concerning the length of the connecting cable.

Basically the cable should be long enough for both models. Apparently in earlier deliveries cables were used, where the plug was assembled differently (cable outlet offset by 90° to the plug pattern). This was ideal for the 600-2 but impractical for the 600-3.

However, we can supply you with the current connecting cable for the new warmer (please see image attached). This would then have to be replaced on the connection piece of the bracket.

Connecting cable (Ceratherm 600-3): Part-no. **521-4509999** / p. pcs. **€ 15.50** (Dealer-price).

Best regards

Daniel

Daniel Urfer

Managing Director



Nufer Medical AG

Morgenstrasse 148
CH-3018 Bern

Phone +41 (0)31 958 66 66

d.urfer@nufer-medical.ch

www.nufer-medical.ch

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Von: Daniel Urfer, Nufer Medical AG
Gesendet: Donnerstag, 18. Oktober 2018 21:40
An: steve.hardaker@viamed.co.uk
Betreff: AW: Ceratherm 600-2 spare parts

Dear Steve

The additional discount will also be o.k. for the infant warmers only.

About the connecting cable and plug:
Please let me check tomorrow.

Best regards
Daniel

von mp 288 295 gesendet

Von: Steve Hardaker
Gesendet: 18.10.2018 17:17
An: Daniel Urfer, Nufer Medical AG
Betreff: Re: Ceratherm 600-2 spare parts

Hi Daniel

Thank you for the response, I appreciate that you did not intend for the replacement offer to lead to a bulk swap-out, but unfortunately the customer is seeing these devices as unsafe and the cost for replacing the full systems is higher than they expected.

As they already have mounting arms in place, they are now looking at the cost of swapping just the head unit. Are you able to also offer the 15% additional discount off 21 or 31 head units (521A-60020-3-EX)?

Also, we found previously that the connecting piece with electrics (see below) will not fit to the Ceratherm 600-3: the cable is too short because the power input socket has been turned through 90 degrees between 600-2 and 600-3 models. Please can you provide the part number and latest price for this item?



Please can you confirm whether you will be able to supply 31 of these if the customer chooses just to swap the head units?

Thanks in advance, I look forward to hearing from you.

Regards,

Steve

Steve Hardaker
Technical Support Manager
Viamed Ltd.

Website: www.viamed.co.uk
email: steve.hardaker@viamed.co.uk
Tel: +44 (0)1535 634542
Fax: +44 (0)1535 635582

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On Thu, 18 Oct 2018 at 15:02, Daniel Urfer, Nufer Medical AG <d.urfer@nufer-medical.ch> wrote:

Dear Steve

The devices are wired with temperature-resistant wires with Teflon insulation (Radox type). The temperature in the device is therefore no problem for these cables, even if the surface changes slightly over the years. The temperatures in the Ceratherm 600-2 are also no problem for the other compotes. However, it is important that the devices are regularly cleaned inside (dust deposits) and that the correct air circulation is ensured. Many discolorations and deposits are caused by heat together with the dust.

Either way, our special offer is not intended to replace entire equipment parks preventively, but as a possibility in the event of a really defective PCB.

But we are happy to support this exchange with a special discount of 15% on the dealer list price (21 or 31 units 521A-60022-3-EX / Ceratherm 600-3 Radiant warmer with double-joint arm and wall mounting bracket).

I hope this offer is helpful.

Best regards

Daniel

Daniel Urfer

Managing Director



Nufer Medical AG

[Morgenstrasse 148](#)

CH-3018 Bern

Phone +41 (0)31 958 66 66

d.urfer@nufer-medical.ch

www.nufer-medical.ch

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

Gesendet: Donnerstag, 18. Oktober 2018 13:45

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

Betreff: Re: Ceratherm 600-2 spare parts

Hi Daniel,

Please see attached picture. The customer advised that the insulation on the wires has become dry and brittle, and the PCB and switches are showing brown scorch marks.

They originally wanted to purchase the PCB and wiring harness to perform a repair, but we had to advise them that these are no longer available.

They are treating the heat damage as serious matter and want to either repair or replace the warmers as soon as possible.

Regards,

Steve

Steve Hardaker
Technical Support Manager
Viamed Ltd.

Website: www.viamed.co.uk

email: steve.hardaker@viamed.co.uk

Tel: +44 (0)1535 634542

Fax: +44 (0)1535 635582

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On Thu, 18 Oct 2018 at 12:36, Daniel Urfer, Nufer Medical AG <d.urfer@nufer-medical.ch> wrote:

Dear Steve

Could you please send me the pictures, too? I would like to have a look at this heat damage.

Many thanks and best regards

Daniel

Daniel Urfer

Managing Director

Nufer Medical AG

Morgenstrasse 148

CH-3018 Bern

Phone +41 (0)31 958 66 66

d.urfer@nufer-medical.ch

www.nufer-medical.ch

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

Gesendet: Donnerstag, 18. Oktober 2018 12:56

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

Betreff: Re: Ceratherm 600-2 spare parts

Hi Daniel,

I have been speaking to the customer that sent the pictures of the Ceratherm 600-2 PCB with heat damage, and have made an offer to allow them to upgrade to a Ceratherm 600-3 as you advised.

The customer then inspected their full inventory of 31 Ceratherm 600-2 radiant warmers and found that 21 of them are showing the same signs of heat damage to the PCB and to the insulation on the wiring. They want to arrange the decommissioning and replacement of 21 units, possibly all 31 to prevent a future problem.

Can you confirm that you can do this at the agreed price of €650.00 for this quantity and what will be the lead-time?

I would prefer the customer to look at replacing the full systems, so are you able to offer a discount on 21 units and 31 units complete with hinged mounting arms (521A-60022-3-EX)?

I look forward to hearing from you soon as I am concerned that we need to resolve this quickly for the customer.

Regards,

Steve

Steve Hardaker
Technical Support Manager
Viamed Ltd.

Website: www.viamed.co.uk

email: steve.hardaker@viamed.co.uk

Tel: +44 (0)1535 634542

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On Wed, 10 Oct 2018 at 14:03, Daniel Urfer, Nufer Medical AG <d.urfer@nufer-medical.ch> wrote:

Dear Steve

Please see my remarks below in red.

I hope these information are helpful.

Kind regards

Daniel

Daniel Urfer

Managing Director

Nufer Medical AG

Morgenstrasse 148

CH-3018 Bern

Phone +41 (0)31 958 66 66

d.urfer@nufer-medical.ch

www.nufer-medical.ch

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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
Technical Support Manager
Viamed Ltd.

Website: www.viamed.co.uk
email: steve.hardaker@viamed.co.uk
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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

Daniel Urfer

Managing Director

Nufer Medical AG

Morgenstrasse 148

CH-3018 Bern

Phone +41 (0)31 958 66 66

d.urfer@nufer-medical.ch

www.nufer-medical.ch

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2 attachments

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