



Steve Nixon <steve.nixon.viamed@googlemail.com>

Radiant Warmer Ceratherm 600-3

1 message

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Reply-To: steve.nixon@viamed.co.uk
To: pennie.hastings@ouh.nhs.uk
Cc: kate.griffiths@viamed.co.uk, Steve Hardaker <steve.hardaker@viamed.co.uk>

31 October 2019 at 10:44

Web site question ID 7922

Issue ID #157605

Ref. 0310304 Radiant Warmer Ceratherm 600-3

Dear Pennie

The following is further to the web site question that you raised.

We have tried to obtain the switched mains inlet and filter as a separate component. However, the manufacturer does not supply this by itself, their current practice is to sell the power board as a complete unit

Viamed part number **0330378**

521-PB-CT-3-D1 Power board

Complete with mains filter, plug, main switch and CPU connection cable

£490.00 + VAT

Their rationale for this is:

Experience has shown that defective mains filters hardly occur at all. If they do, the cause (e.g. overvoltage) usually also affects other components on the power board.

Regarding the costs: The replacement of the power board takes 10 minutes. A filter replacement on the board takes at least 5 times as long and the problem may not be resolved.

They believe that this solution is as they say customer friendly, because the problem is solved quickly and sustainably.

Should you have any queries or require any further information, please do not hesitate to contact me.

Kind regards

Steve

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Steve

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