



Steve Hardaker &lt;viamed.steve.hardaker@gmail.com&gt;

**AW: Ceratherm case with incorrect hole placement**

1 message

**Daniel Urfer** <Daniel.Urfer@ewimed.com>  
To: Steve Hardaker <steve.hardaker@viamed.co.uk>

3 February 2025 at 10:36

Dear Steve

Thank you for your feedback.

There seems to be a manufacturing error.

We will send you a new housing. Please do not send back the faulty one. That makes no sense. We have recognized the problem from the images.

We apologize for the poor quality.

Kind regards

Daniel

Freundliche Grüsse | Meilleures salutations | Distinti saluti | Best regards

**Daniel Urfer**

Director

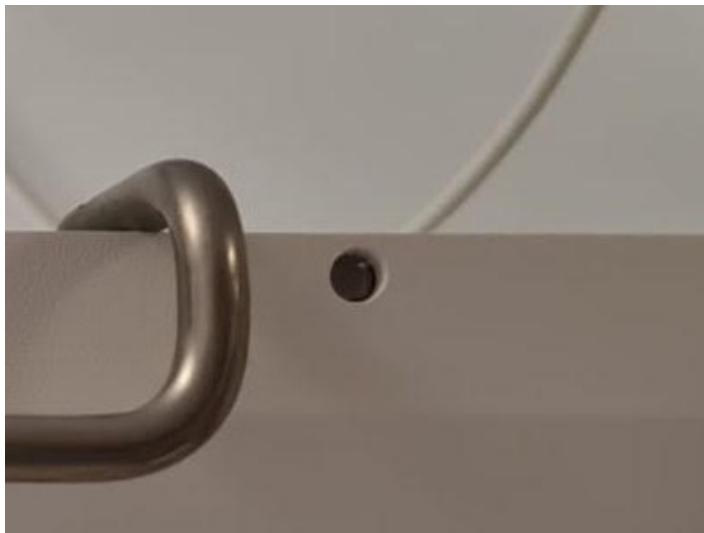
  
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General terms and conditions[Youtube](#) [Facebook](#) [LinkedIn](#)**Von:** Steve Hardaker <steve.hardaker@viamed.co.uk>**Gesendet:** Freitag, 31. Januar 2025 18:18**An:** Daniel Urfer, Nufer Medical AG <d.urfer@nufer-medical.ch>**Betreff:** Ceratherm case with incorrect hole placement

Hi Daniel,

We have noticed a problem with one of the Ceratherm cases that we received on PVM3473.

The holes on one side are drilled incorrectly, the rear left side hole appears correct and matches the other side of the case, but the front hole is much closer to the edge. See below:





We can arrange to ship it back to you if required, but as the case can't be repaired, do you actually need us to return it to you or can you issue a replacement based on these images and we dispose of it here?

If we need to return it, please can you provide further instructions? Thanks.

Best regards,

Steve Hardaker  
Technical Support Manager  
Viamed Ltd.

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