

Subject : re[2]: Call off order 6775
Date : Tue, 30 Sep 2014 17:11:00 +0100
Linked to : Siobhan Eversfield
From : Steve Hardaker <steve.hardaker@viamed.co.uk>
To : Siobhan Eversfield <sales@inspiration-healthcare.co.uk>

Hi Siobhan,

Thanks for the PPQ. It looks like we have used your PPQ as the basis for our own as the answers to all of the questions match. However, a customer has pulled us up on a couple of points that also apply to the Inspiration version. Please can you pass this on to the person responsible for maintaining the PPQ for their comments?

Question 6a:

"Will training be required before competent technical personnel can perform [the first box] First Line Maintenance"

The customer has pointed out that "First line maintenance" would usually be defined as maintenance that:

- can be performed by the end user
- does not require removal from the department
- does not require the opening of enclosures

So, for example, checking that the hoses are connected or that the flowmeter is working. My customer has an issue with this, believing that "competent technical personnel" could certainly perform this level of maintenance without additional training. Would you agree?

Question 6d:

The box is ticked that says that details of the special tools / equipment needed are provided on a separate sheet. The customer has requested a copy of that sheet, please can you provide us with that?

Please could you advise whether you will be amending the PPQ and, if so, provide us with an updated copy. Many thanks.

Regards,
Steve

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