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From: Steve Hardaker <steve.hardaker@viamed.co.uk>

Subject: Ceratherm radiant warmer failure - Preliminary investigation report

To: Kamal Pacitti <kamal.pacitti@nhs.net>

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Dear Kamal,

Following on from the report that you made to Viamed concerning a Ceratherm 600-3 radiant warmer that was hanging down at an angle and showing signs of heat damage, please find attached a preliminary investigation report.

The report details the issue along with some supporting information to help to identify the cause of the failure, our initial findings from investigating the same model in our workshop and our recommendations regarding how to proceed at this stage.

The incident is being documented under our ISO Quality Management System complaints procedure and a copy of the report has also been forwarded to the manufacturer of the radiant warmer, Nufer Medical in Switzerland, for their comment.

I would be grateful if you could read through the report and action the recommendations as necessary, then provide me with an update as to your findings.

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

Regards,

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[Sent via Goldmine]