



Steve Hardaker <viamed.steve.hardaker@gmail.com>

0330120 ceramic element

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

1 November 2016 at 11:17

Draft To: John.Armour@nuh.nhs.uk

Hi John,

Thank you for contacting us with your concerns and allowing us the opportunity to investigate whether a quality issue might exist with the ceramic element for the Ceratherm radiant warmer.

To our knowledge, there is no quality issue with this item and, other than your own report of this, we have no reports of any having cracked recently.

We have supplied many hundreds of Ceratherm 600-2 and 600-3 over an 18 year period and the replacement rate for elements stands at lower than 10% of the installed user base in all that time (with the exception of a design change that necessitated us issuing elements free of charge during 2008-9, which was unrelated to elements cracking).

Unfortunately, due to the very nature of ceramic elements, they are inherently fragile. Cracking is invariably caused by physical shock; in the case of mobile units, an impact during movement, for example with a door frame, would potentially be enough of an impact to cause the ceramic to fracture. Likewise with wall mounted units, allowing the head unit to swing back into the wall when stowing it away could cause this to happen.

Damage during transit is always a possibility as no matter how well we package them, we have no control over the care and attention afforded the package by the couriers or how it is handled during the Goods In process; we just have to try to pack them as well as practically possible with more than enough protection to ensure safe transit and adequate 'Fragile' labelling.

In the case of the element supplied in December 2015 on purchase order 201106442, I can see from our records that we replaced that one free of charge due to damage in transit. Further back to that, the last one lost to transit damage when shipping to the NHS was in 2005, so I think that we were just unlucky on that occasion .

We will continue to monitor the situation and if a problem becomes apparent, we will of course, investigate in more detail.

Should you require a replacement element, we do have these in stock priced at £152.00+VAT plus carriage at £10.00+VAT.

If you have any queries, please do not hesitate to contact me.

Regards,

Steve Hardaker
UK Sales Manager
Viamed Ltd.

<http://www.viamed.co.uk>

email: steve.hardaker@viamed.co.uk

alternative email: steve.hardaker@viamed.me.uk

Tel: +44 (0)1535 634542

Fax: +44 (0)1535 635582

Sign up to our mailing list, go to www.viamed.co.uk/sign-up

Twitter: twitter.com/ViamedLtd

Facebook: facebook.com/ViamedLtdUK

Company registered in England, No. 1291765.

E-mail Disclaimer

The information in this email is confidential and may be legally privileged.

It is intended solely for the addressee. Access to this email by anyone else is unauthorized.

If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful.

If you feel you have received this email in error or would like to be removed from our mailing list, please reply with delete in the subject line or call +44 (0)1535 634542

[sent via Gmail]

----- Forwarded message -----

From: **Armour John (Medical Physics & Clinical Engineering)** <John.Armour@nuh.nhs.uk>

Date: 31 October 2016 at 17:07

Subject: Ceratherm Heater

To: "Lisa Leggoe (lisa.noon@viamed.co.uk)" <lisa.noon@viamed.co.uk>

I tried submitting web enquiry, but kept getting an error ::

I work in MESU at Nottingham City Hospital NHS Trust

We have a Ceratherm Isotherm C600-2 s/n YZ0104

to which we fitted a new C600-2 Ceramic Heater Element
0330120

supplied by yourselves, January this year and it has cracked.

I wonder if there is a Quality Control issue, as the first one we received on the order broke in transit.

We previously have had these for 14 years with no cracking occurring!

PO was 201106442

At £152 plus vat and carriage we would expect better

Thanks John Armour

Thank You,

Best Regards,

John H Armour

John H.Armour

Senior Clinical Engineering Technologist,

MESU

Clinical Engineering

Medical Physics and Clinical Engineering

Nottingham University Hospitals NHS Trust

City Hospital Campus

Hucknall Road

Nottingham

NG5 1 PB

Tel: 0115 9691169 Ext. 64287