

Apologies! Further Info .RE: 0330120 ceramic element

Armour John (Medical Physics & Clinical Engineering) <John.Armour@nuh.nhs.uk>
To: Steve Hardaker <steve.hardaker@viamed.co.uk>

1 November 2016 at 11:57

Hi, Steve, Sorry!

Apologies are due! I just this moment learned some additional information

An out of control patient had attacked the heater, knocking it to the floor. This I have only just now found out.

Hopefully this is not a trend!

Thank you,

best regards

John

John H.Armour



From: viamed.steve.hardaker@gmail.com [mailto:viamed.steve.hardaker@gmail.com] **On Behalf Of** Steve Hardaker
Sent: 01 November 2016 11:19
To: Armour John (Medical Physics & Clinical Engineering)
Subject: 0330120 ceramic element

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.