
Customer complaint (Norfolk and Norwich University Trust Hospital)

1 message

Jonas Boss, Nufer Medical AG <j.boss@nufer-medical.ch>

11 April 2017 at 14:50

To: "steve.nixon@viamed.co.uk" <steve.nixon@viamed.co.uk>

Cc: "Daniel Urfer, Nufer Medical AG" <d.urfer@nufer-medical.ch>, Nufer Medical AG <info@nufer-medical.ch>

Hello Steve,

I hope you are all right?

Please see below a customer complaint for you. I suggest that you take contact with this customer shortly!

We need the defective unit back for investigation. I will organize an exchange unit for you (FOC, Incoterms Ex Works), which should be sent next week (because of Easter), if this is ok for you?

Please give me a short feedback.

Kindest regards

Jonas Boss

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-----Ursprüngliche Nachricht-----

Von: Kontaktformular [mailto:info@nufer-medical.ch]

Gesendet: Dienstag, 11. April 2017 12:11

An: Nufer Medical AG <info@nufer-medical.ch>

Betreff: Kontaktformular-Anfrage

-- Kontakformularanfrage --

Betreff: Fault with Ceratherm 600-3 radiant heater

Anrede: Herr

Name: Paul Kemp

E-Mailadresse: paul.kemp@nnuh.nhs.uk

Organisation: Norfolk and Norwich University Trust Hospital

Funktion: Hospital NHS

Strasse: Colney Lane Norwich

Postleitzahl: NR4 7UY

Ort: Norwich Norfolk

Telefon: (44) 01603 286555

Nachricht:

dear sir,

we have a ceratherm 600-3 (Serial No. 516-3-0514) where the heater connector mounted on the pcb has failed and burnt both the connector and pcb. I would not have expected this to happen on a three year old device. Is this a known fault? would you be prepared to send me a new board FOC?

Paul Kemp

Clinical Engineering Dept.

Norfolk and Norwich University Trust Hospital

IP: 194.176.105.133

Host: zen-inetgw-2b.nhs.uk

gesendet am 11.04.2017 um 12:11:07.