



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

Fwd: Customer complaint (Norfolk and Norwich University Trust Hospital)

1 message

Steve Nixon <steve.nixon@viamed.co.uk>

11 April 2017 at 15:04

To: Derek Lamb <derek.lamb@viamed.co.uk>

Cc: Steve Hardaker <steve.hardaker@viamed.co.uk>, Jonathan Connor <jonathan.connor@viamed.co.uk>

FYI, see also Intratstats customer complaints issue.

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

From: **Steve Nixon** <steve.nixon@viamed.co.uk>

Date: 11 April 2017 at 14:58

Subject: Re: Customer complaint (Norfolk and Norwich University Trust Hospital)

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

Hi Jonas

We will follow this up.

Regards

Steve

On 11 April 2017 at 14:50, Jonas Boss, Nufer Medical AG <j.boss@nufer-medical.ch> wrote:

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

Leiter Technik & Logistik

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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

-- Kontaktformularanfrage --

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.

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Steve

Steve Nixon
Director - Viamed Ltd.

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Steve

Steve Nixon
Director - Viamed Ltd.