



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

AW: Ceratherm 600-3 Serial No. 516-3-051

1 message

Jonas Boss, Nufer Medical AG <j.boss@nufer-medical.ch>
To: Steve Hardaker <steve.hardaker@viamed.co.uk>
Cc: Steve Nixon <steve.nixon@viamed.co.uk>

12 April 2017 at 09:50

Hello Steve,

we would exchange the whole heater, so we need the whole heater back.

Thanks for cooperation!

Regards

Jonas Boss

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Von: viamed.steve.hardaker@gmail.com [mailto:viamed.steve.hardaker@gmail.com] **Im Auftrag von** Steve Hardaker

Gesendet: Dienstag, 11. April 2017 18:11

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

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

Betreff: Ceratherm 600-3 Serial No. 516-3-051

Hi Jonas,

Please can I just clarify with you exactly what you would like returned and what you are sending to us as a replacement: do you mean the whole heater head unit or just the damaged PCB?

Once I am clear on this, I will resolve with the customer as soon as possible. Thanks in advance.

Regards,

Steve

Steve Hardaker
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