



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

---

## Re: Ceratherm 600-3 Serial No. 516-3-051

1 message

---

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

12 April 2017 at 15:23

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

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

Good afternoon Jonas,

I've spoken to Paul Kemp at Norfolk & Norwich University Hospital and have arranged for the return of the Ceratherm 600-3 head unit. He advised me that they have inspected their other Ceratherm 600-3 and found that it is also suffering from similar damage.

Would you be able to ship 2 warmers to allow us to replace that one also? The serial number is 533-3-0514.

I have asked Paul if he is able to send a photograph of the damage and if he does, I will forward it to you.

Regards,

Steve Hardaker  
UK Sales Manager  
Viamed Ltd.

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

email: [steve.hardaker@viamed.co.uk](mailto:steve.hardaker@viamed.co.uk)

alternative email: [steve.hardaker@viamed.me.uk](mailto:steve.hardaker@viamed.me.uk)

Tel: [+44 \(0\)1535 634542](tel:+44(0)1535634542)

Fax: [+44 \(0\)1535 635582](tel:+44(0)1535635582)

Sign up to our mailing list, go to [www.viamed.co.uk/sign-up](http://www.viamed.co.uk/sign-up)

Twitter: [twitter.com/ViamedLtd](https://twitter.com/ViamedLtd)

Facebook: [facebook.com/ViamedLtdUK](https://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](tel:+44(0)1535634542)

---

[sent via Gmail]

On 12 April 2017 at 09:50, Jonas Boss, Nufer Medical AG <[j.boss@nufer-medical.ch](mailto:j.boss@nufer-medical.ch)> wrote:

Hello Steve,

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

Thanks for cooperation!

Regards

Jonas Boss

Leiter Technik & Logistik

Beratung und Verkauf Fluke Biomedical Schweiz

Head of Technical Division & Logistics

Consulting and Sales Fluke Biomedical Switzerland

**Nufer Medical AG**

Morgenstrasse 148

CH-3018 Bern

Phone +41 (0)31 958 66 66

Fax +41 (0)31 951 46 73

[j.boss@nufer-medical.ch](mailto:j.boss@nufer-medical.ch)

[www.nufer-medical.ch](http://www.nufer-medical.ch)

Allgemeine Verkaufs- und Lieferbedingungen / Conditions générales / Terms and conditions

**Von:** [viamed.steve.hardaker@gmail.com](mailto:viamed.steve.hardaker@gmail.com) [mailto:[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](mailto:j.boss@nufer-medical.ch)>

**Cc:** Steve Nixon <[steve.nixon@viamed.co.uk](mailto: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  
UK Sales Manager  
Viamed Ltd.

email: [steve.hardaker@viamed.co.uk](mailto:steve.hardaker@viamed.co.uk)  
alternative email: [steve.hardaker@viamed.me.uk](mailto:steve.hardaker@viamed.me.uk)

Tel: [+44 \(0\)1535 634542](tel:+44(0)1535634542)

Fax: [+44 \(0\)1535 635582](tel:+44(0)1535635582)

Sign up to our mailing list, go to [www.viamed.co.uk/sign-up](http://www.viamed.co.uk/sign-up)

Twitter: [twitter.com/ViamedLtd](https://twitter.com/ViamedLtd)

Facebook: [facebook.com/ViamedLtdUK](https://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](tel:+44(0)1535634542)

---

[sent via Gmail]