



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

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

1 message

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

12 April 2017 at 15:42

To: Steve Hardaker <steve.hardaker@viamed.co.uk>

Cc: Steve Nixon <steve.nixon@viamed.co.uk>, "Daniel Urfer, Nufer Medical AG" <d.urfer@nufer-medical.ch>

Good afternoon Steve,

sure! I will arrange to send you two warmers for exchange.

Regards

Jonas Boss

Leiter Technik & Logistik

Beratung und Verkauf Fluke Biomedical Schweiz

Head of Technical Division & Logistics

Consulting and Sales Fluke Biomedical Switzerland

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**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:** Mittwoch, 12. April 2017 16:23

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

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.

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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

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**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.

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