



Customer Information Bulletin: WISAP Coagulator Probes - Warranty

Background:

Rocket Medical plc have been distributing the WISAP range of cervical Coagulators for over 20 years. These systems provided simple, reliable, cost effective treatment for low grade CIN and other cervical conditions.

Rocket Medical is best known for the design and manufacture of its own label medical devices.

The company strategically withdrew from distributing other suppliers products throughout the 1990's. However, as a continued service to our loyal customers in colposcopy clinics, we have continued to distribute the WISAP Coagulator.

In January 2000, the (at that time) MDA advised the company that the 'automatic' sterilisation method for the probes, which had been an apparently safe feature of the product for over 20 years, was no longer acceptable.

In July 2000, the manufacturers, WISAP GmbH, produced the first fully autoclavable probes and Rocket has continued to supply these to clinics throughout the UK.

Steam autoclaving is a very harsh and aggressive method of sterilisation and is particularly unforgiving to delicate instruments and electrical devices.

Whilst WISAP have continued to evolve the design and improve manufacturing standards, customers have found that the new autoclavable probes have far shorter lives than the original non autoclavable versions which gave many years of trouble free service.

Unfortunately, whilst the products appear to be identical, the treatment and sterilisation environment of the two versions is entirely different and cannot be compared.

Due to the harsh nature of the sterilisation method, WISAP GmbH who manufacture and CE mark the devices, will only provide a 12 month warranty. As Rocket Medical plc neither manufacture nor CE mark the products, we are not permitted to modify the manufacturers instructions or warranties in any way and are therefore bound by terms imposed by the original producers.

For clarification, Rocket Medical can only warrant WISAP coagulators and thermal probes for a period of **12 months from the date of delivery**. The full terms of the warranty appear overleaf.



If you have any further questions, please contact your nearest Customer Services Team for assistance:

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Autoclavable Coagulator Probe	B	R29292
Autoclavable Coagulator Probe	C	R29293
Autoclavable Coagulator Probe	D	R29294
Autoclavable Coagulator Probe	E	R29295
Autoclavable Coagulator Probe	F	R29296
Autoclavable Coagulator Probe	G	R29297
Autoclavable Coagulator Probe	H	R29298
Mobile Stand		R29330