


**Maxtec Inc**

CID4614 Opera 00011712 Type:Company Supplier

Maxtec Inc 6526 South Cottonwood Street, (300 West), Salt Lake City, Utah, 84107, USA

Tel GBP End User (0001)

☒ Log Call

☐ Add Issue

<input checked="" type="radio"/> Account Home	<input checked="" type="radio"/> Main Details	<input checked="" type="radio"/> Account Memos	<input checked="" type="radio"/> Sales History	<input checked="" type="radio"/> Purchase Orders	<input checked="" type="radio"/> Supplier Returns	<input checked="" type="radio"/> Stock References	<input checked="" type="radio"/> Cust./Supp. Returns	<input checked="" type="radio"/> Service Visits
<input checked="" type="radio"/> Distributor Agreements	<input checked="" type="radio"/> Documents Files	<input checked="" type="radio"/> Linked Issues	<input checked="" type="radio"/> Regulatory Agreements					

Resource Center for marketing images etc.

<https://resources.maxtec.com/>

## BOX:923

Manufacturer RMA : 327828

☒ Repaired ☐ No Fault Found

 Returned Barcode

[Close File 923](#)

Tick All Replaced

Review	Stock Ref	Sup Ref	B/C	S/N	Fault	Replaced	No Fault Found	Repaired	Credited	Out Warranty	Returned Unrepaired	Notes
Last Rev Jul 23 0110429 Customer Stats	<input checked="" type="radio"/> 0110429	R125P03-002	1911023	GL79099137	Non Linear Country of Origin: USA Customs Value only: \$47.25	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Last Rev Jul 23 0110429 Customer Stats	<input checked="" type="radio"/> 0110429	R125P03-002	2067182	HF29899022	Non Linear Country of Origin: USA Customs Value only: \$47.25	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Last Rev Jul 23 0110452 Customer Stats	<input checked="" type="radio"/> 0110452	R140P02	1958002	HB56999115	Non Linear Country of Origin: USA Customs Value only: \$79.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Last Rev Jul 23 0111263 Customer Stats	<input checked="" type="radio"/> 0111263	R230P01-001	1896829	GL83699016	Keypad Fault Country of Origin: USA Customs Value only: \$390	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Last Rev Jul 23 0111263 Customer Stats	<input checked="" type="radio"/> 0111263	R230P01-001	2020448	HD71499020	Display fault Country of Origin: USA Customs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



# Viamed Returns Shipping Invoice

Delivery Address:  
Maxtec Inc  
Osvaldo Castro  
2305 South 1070 West  
Salt Lake City  
Utah, USA  
UT 84119  
001385-549-8093

Date: 07 Jul 2023  
RMA: 327828  
Viamed RN: RTS1100923

Shipper Address:  
Viamed  
15 Station Road  
Cross Hills  
Keighley  
West Yorkshire  
BD20 7DT  
+44 (0) 1535 634542  
+44 (0) 1535 635582  
info@viamed.co.uk

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Returns Under Warranty Value for Customs : \$953.50  
See Attached Listing for Serial numbers and Faults

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Part Number	P/N / Value	Description	Quantity
R125P03-002	0110429 Tariff Code: 9019209000	Maxtec Oxygen sensor MAX-250E	2
R140P02	0110452 Tariff Code: 9019209000	Maxtec Oxygen Sensor MAX-550E	1
R230P01-001	0111263 Tariff Code: 90181990-00	Maxtec Oxygen Monitor - MaxO2	2

129696380441209124  
cg 7.7.23

over payment on 2 x 0111263  
\$141.28 paid to us in total too much.  
Should have been \$390 each not \$460.64.  
Spoken to helen Lamb and she has said  
to process as normal.  
cg 18.7.23.





SENSING. ANALYSIS. DELIVERY

## COMPLAINT ACKNOWLEDGEMENT

Customer: VIAMED

Complaint Number: COM-4974

Customer Contact: CATHY GREEN

Complaint Statement:  
SENSOR FAILURE

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To Whom It May Concern:

This letter is to acknowledge receipt of the complaint involving the Maxtec, LLC supplied product. We thank you for providing feedback that is critical to our commitment to continual improvement and customer satisfaction; we apologize for any inconvenience this issue may have caused.

The complaint has been filed in our formal complaint management system; if required, an investigation will be conducted to determine the root cause and identify corrective actions. A documented response outlining the results of our investigation will be provided upon completion of the investigation.

If you have any questions concerning the status of the complaint or have additional information to provide, please feel free to contact our Quality Team directly at [Quality@Maxtec.com](mailto:Quality@Maxtec.com). Please be sure to reference the complaint number provided.

Kind Regards,

Keely  
Mitchell

Digitally signed by Keely Mitchell  
DN: cn=Keely Mitchell, o=PermaPure, ou,  
email=kmitchell@permapure.com, c=US  
Date: 2023.06.15 13:52:52 -04'00'





SENSING. ANALYSIS. DELIVER

## COMPLAINT ACKNOWLEDGEMENT

Customer: VIAMED  
Complaint Number: COM-4975  
Customer Contact: CATHY GREEN  
Complaint Statement:  
SENSOR FAILURE

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To Whom It May Concern:

This letter is to acknowledge receipt of the complaint involving the Maxtec, LLC supplied product. We thank you for providing feedback that is critical to our commitment to continual improvement and customer satisfaction; we apologize for any inconvenience this issue may have caused.

The complaint has been filed in our formal complaint management system; if required, an investigation will be conducted to determine the root cause and identify corrective actions. A documented response outlining the results of our investigation will be provided upon completion of the investigation.

If you have any questions concerning the status of the complaint or have additional information to provide, please feel free to contact our Quality Team directly at [Quality@Maxtec.com](mailto:Quality@Maxtec.com). Please be sure to reference the complaint number provided.

Kind Regards,

Keely  
Mitchell

Digitally signed by Keely Mitchell  
DN: cn=Keely Mitchell, o=PermaPure, ou,  
email=kmitchell@permapure.com, c=US  
Date: 2023.06.15 14:01:18 -04'00'





SENSING. ANALYSIS. DELIVERY.

## COMPLAINT ACKNOWLEDGEMENT

Customer: VIAMED  
Complaint Number: COM-4976  
Customer Contact: CATHY GREEN  
Complaint Statement:  
GL83699016 KEYPAD FAULT  
HD71499020 DISPLAY FAULT

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To Whom It May Concern:


This letter is to acknowledge receipt of the complaint involving the Maxtec, LLC supplied product. We thank you for providing feedback that is critical to our commitment to continual improvement and customer satisfaction; we apologize for any inconvenience this issue may have caused.

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Kind Regards,

Keely  
Mitchell

 Digitally signed by Keely Mitchell  
DN: cn=Keely Mitchell, o=PernaPure, ou,  
email=kmitchell@pernapure.com, c=US  
Date: 2023.06.15 14:11:22 -04'00'



**SOLD TO**

VIAMED  
15 STATION RD  
CROSS HILLS, KEIGHLEY  
WEST YORKSHIRE, BD20 7DT  
GB

M5755

**BILL TO**

VIAMED  
15 STATION RD  
CROSS HILLS, KEIGHLEY  
WEST YORKSHIRE, BD20 7DT  
GB

M5755

Paying by Check? Maxtec recommends ACH.  
Use our BOA Routing /Account: 071000039 / 8670519070  
send remittance details to [accountng@maxtec.com](mailto:accountng@maxtec.com)

**INVOICE**

Date	Number	Type	Pa
7/13/2023	375834	RA Credit Memo	
Customer PO : MULTIPLE		Currency Code:	

Sales Order ID: 327828  
Confirm To: STEPHEN NIXON  
Attention:

Reference: Sales Rep:

Region: OEIT Order Class: SW Order Entry:

Bill To Phone: 44-153-563-4542  
Bill To Fax: 44-153-563-5582  
Resale Number:

Ship Via:  
FOB: SHIPPING POINT

Freight Terms: No Charge

Terms: NO CHARGE

LINE	DESCRIPTION	CUSTOMER PART ID	U/M	ORDER QUANTITY	UNIT PRICE	
PART ID			SHIP DATE	SHIPPED QUANTITY	EXTENSION	
1	SENSOR,MAX-250E,EXTERNAL MEDICAL		EA	2.0000	47.25	
R125P03-002		R125P03-002	7/12/2023	1.0000	-47.25	✓
Serial Numbers:						
GL79099137 ✓						
Lot IDs:						
GL79099						
2	SENSOR,MAX-250E,EXTERNAL MEDICAL		EA	2.0000	47.25	✓
R125P03-002		R125P03-002	7/12/2023	1.0000	-47.25	
Serial Numbers: ✓						
HF29899022						
Lot IDs:						
HF29899						
3	SENSOR, MAX-550E EXTERNAL MEDICAL		EA	1.0000	79.00	
R140P02		R140P02	7/12/2023	1.0000	-79.00	✓
Serial Numbers:						
HB56999115 ✓						
Lot IDs:						
HB56999						
4	MONITOR, MAXO2ME INTERNATIONAL		EA	2.0000	460.64	✓
R230P01-001		R230P01-001	7/12/2023	1.0000	-460.64	
Serial Numbers:						
GL83699016 ✓						
Lot IDs:						
GL83699						
5	MONITOR, MAXO2ME INTERNATIONAL		EA	2.0000	460.64	
R230P01-001		R230P01-001	7/12/2023	1.0000	-460.64	✓



**SOLD TO**

VIAMED  
15 STATION RD  
CROSS HILLS, KEIGHLEY  
WEST YORKSHIRE, BD20 7DT  
GB

M5755

**BILL TO**

VIAMED  
15 STATION RD  
CROSS HILLS, KEIGHLEY  
WEST YORKSHIRE, BD20 7DT  
GB

M5755

Paying by Check? Maxtec recommends ACH.  
Use our BOA Routing /Account: 071000039 / 8670519070  
send remittance details to [accountng@maxtec.com](mailto:accountng@maxtec.com)

**INVOICE**

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7/13/2023	375834	RA Credit Memo	
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Confirm To: STEPHEN NIXON  
Attention:

Reference: Sales Rep: S

Region: OEIT Order Class: SW Order Entry:

Bill To Phone: 44-153-563-4542  
Bill To Fax: 44-153-563-5582  
Resale Number:

Ship Via:  
FOB: SHIPPING POINT  
Freight Terms: No Charge  
Terms: NO CHARGE

LINE	DESCRIPTION	U/M	ORDER QUANTITY	UNIT PRICE	DI
PART ID	CUSTOMER PART ID	SHIP DATE	SHIPPED QUANTITY	EXTENSION	T

**Serial Numbers:**

HD71499020

**Lot IDs:**

HD71499

RMA FOR COM-4975-4976 (WTY REPLACEMENT/CREDIT/REPAIR)

Original Sales Order #: 316119, 305922, 309714, 311597, 306313

**Customer States:**

R125P03-002 GL79099137 Non Linear  
R125P03-002 HF29899022 Non Linear  
R140P02 HB56999115 Non Linear  
R230P01-001 GL83699016 Keypad Fault  
R230P01-001 HD71499020 Display fault

**Tracking Number:**

INVOICE SUBTOTAL	DISC %	DISC AMT	TAX AMT	VAT AMT	FREIGHT AMT
-1,094.78					

INVOICE TOTAL
-1,094.78