

Aug 06, 2025

Complaint Initiator: Cathy Green

Company Name: Viamed

Contact Email: cathy.green@viamed.co.uk

Dear Customer,

This letter is to outline the investigation and actions taken by Maxtec, LLC designated personnel in response to the complaint references below.

Complaint Response

Maxtec Part #: R230P01-001**Maxtec Complaint #:** COM-5921**Serial/Lot #:** JJ60899011**Customer Complaint #:** Not Provided**PO/Invoice #:** 335283**Maxtec RMA #:** 353628**Complaint Statement:**

MaxO2ME analyzer (Display fault).

Complaint Investigation Summary:

Our process requires each Oxygen Analyzer undergo 100% functional testing prior to release. Review of DHR records showed that the analyzer passed functional testing.

The sample was returned under RMA # 353628 and evaluated by our service and repair technician. Returned analyzer failed testing with missing segments on display due to cold solder joints on PC board LCD leads.

Root Cause:


The returned unit failed testing due to cold solder joints on PC board LCD leads. The most probable root cause is related to Maxtec supplier's process (error occurred during PCB production at the board assembly facility). The issue was not present during initial release testing. The unit was shipped from Maxtec in Jan 2024 and reported on Jun 2025.

Corrective and Preventive Actions:

A replacement was provided to the customer under sales order number 354628. There are no additional corrective actions deemed necessary at this time.

Maxtec, LLC has added the details of this complaint into our formal complaint system in which complaint trends are closely monitored. We will continue to monitor this defect trend and the effectiveness of our corrective actions.

We would like to thank you again for providing feedback that is critical to our commitment to Continual Improvement and Customer Satisfaction and apologize for any inconvenience



this issue may have caused. If you have any questions or concerns regarding this response, please feel free to reference the complaint number provided and contact us.

Best Regards,
Brian Fagergren, Quality and Process Engineer