


Derek Lamb 229 Issues **3 Unread** | Imported 25 Aug 12:36:43 | [Out of Office: SN](#) [Future](#)



Using opera

Search:

2510000

Description

opera

Search

Options

Stock
Reference

Opera Description

Search

Gtin/Ean

UK End Superseded
User By

£185.00

[2510000](#)Microstim DB3 -
Supramaximal NerveSTANDARD
VERSION
RED
SWITCHES

5051826002162

[Supplier Outstanding returns](#) - [Customer Outstanding Repairs](#) - [Clean repair Codes](#) - [Show individual repair details](#)

Count of types

Fault Code	Failures	Global Number Failures	New	Repair	Out Warr.	Clean Fault Code	Fault Type
	22	22	2	1	19	Modified to PN:2510001	No Fault
Audio transducer replaced	1	1			1	Audio transducer replaced	Fault
Battery contacts tightened.	1	1			1	Battery contacts tightened.	Fault
Control knob replaced	3	3	1		2	Intensity knob replaced	Fault
Control knob spins	26	26	23		3	Intensity knob replaced	Fault
Corrosion	1	1			1	Corrosion	User
Customer attempted repair	2	2	2			Unknown	User
Damaged during transit	1	1		1		Damaged during transit	User
Dead	6	6	5		1	No output	Fault
Diode replaced	5	5	3		2	Diode replaced	Fault

Dry joint	3	3	2		1	Dry joint	Fault
False battery low warning	2	2	1		1	False battery low warning	Fault
Faulty patient cable	16	16	5		11	Patient cable replaced	Fault
Faulty patient cable replaced	19	19	1	1	17	Patient cable replaced	Fault
Intensity knob fitted	4	4	4			Intensity knob replaced	Fault
Investigate	1	1	1			Tested	No Fault
Leads replaced	7	7	1		6	Patient cable replaced	Fault
LED replaced	5	5	1		4	LED replaced	Fault
Liquid ingress	2	2	2	2		Liquid ingress	Fault
Mode switch fault	1	1			1	Mode switch replaced	Fault
Mode switch replaced	1	1	1			Mode switch replaced	Fault
Modified to PN:2510001	39	39			39	Modified to PN:2510001	No Fault
No Fault Found	2	2	1		1	No fault found	No Fault
No Fault Return to Stock	1	1			1	Tested	No Fault
No output	16	16	10		6	No output	Fault
PCB assembly replaced	30	30	17	1	12	PCB assembly replaced	Fault
Serviced	4	4			4	Tested	No Fault
Tested OK	1	1			1	Tested	Fault
Timing crystal failed	7	7		1	6	Timing crystal failed	Fault
Unchecked - Returned to Stock	8	8	2		6	Returned to stock	No Fault
Uneconomical to repair, service exchange	2	2	2			Uneconomical to repair, service exchange	Fault

Total Failures: 239

Total Returns 273

Total Sales: 4762

Total Customer Failures (Q.A. failures maybe double counted - do Visual Check): 5.02 %

Total Failures Caught at Q.A. Stage: 101

Total Failures (approx): 7.14 %

NOTE:

Be Advised the failure rates/statistics do not take into account Returns to stock (incorrect Orders),

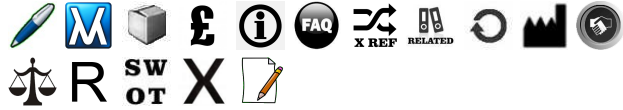
it also does not take into account No fault Finds. May have to adjust Failure %'s to compensate

All clean we can produce some numbers

[Spread Sheet Graph Data](#)

Clean Fault Code	Global Failures	Global %
Modified to PN:2510001	61	1.281 %
Audio transducer replaced	1	0.021 %
Battery contacts tightened.	1	0.021 %
Intensity knob replaced	33	0.693 %
Corrosion	1	0.021 %
Unknown	2	0.042 %
Damaged during transit	1	0.021 %
No output	22	0.462 %
Diode replaced	5	0.105 %
Dry joint	3	0.063 %
False battery low warning	2	0.042 %
Patient cable replaced	42	0.882 %
Tested	7	0.147 %
LED replaced	5	0.105 %
Liquid ingress	2	0.042 %
Mode switch replaced	2	0.042 %
No fault found	2	0.042 %
PCB assembly replaced	30	0.63 %
Timing crystal failed	7	0.147 %
Returned to stock	8	0.168 %
Uneconomical to repair, service exchange	2	0.042 %
Type Fault	Global Failures	Global %

No Fault	77	1.617 %
Fault	158	3.318 %
User	4	0.084 %

[2530054](#)

Microstim DB3 - PIC
Processor

STANDARD £10.00
2510000 5051826014899
PROGRAMMED