
R-17A-LVG oxygen sensors

Steve Hardaker <office@viamed.co.uk>
Reply-To: steve.hardaker@viamed.co.uk
To: Zoey Teal <zoey.teal@viamed.co.uk>

Tue, Jun 16, 2020 at 6:15 PM

Hi Zoey,

In the body of the email Rod sent, he states "...putting all this aside please change the order to the Teledyne sensors and could you please can you tell me the honest likely hood of us receiving the Teledyne sensors around the 1st or 2nd week of July as you indicated."

If you can change the order, I have asked Steve for an update on delivery. Thanks.

Steve

----- Forwarded message -----

From: **Steve Hardaker** <steve.hardaker@viamed.co.uk>
Date: Tue, 16 Jun 2020 at 18:09
Subject: Re: R-17A-LVG oxygen sensors
To: Rod Perkins <rod@generaldiagnostic.co.uk>

Hi Rod,

I can only apologise for the lack of communication and the accuracy of the information that's been provided.

The main issue that we are facing is that we are being given delivery estimates that we have passed on to you in good faith but manufacturing is not able to keep up with demand and those dates have come and gone without the sensors arriving. Also, with all of our admin staff working from home with systems not designed for remote working, it has proven difficult to manage so many rapidly changing variables and keep all customers accurately updated.

In my email of 30th March, when I stated "We do have stock available", this was in reference to automotive sensors in general (of which there are many types) and the content of that email was sent to a number of key customers; I apologise as I should have checked specifically which sensors you order from us before making that statement. This is a case of trying to do the right thing for customers but missing a key detail that then proved misleading.

My colleague, Steve Nixon (Commercial Director) is constantly chasing up on the manufacturing lead-times. We have been advised that the R-17A-LV sensors will be arriving first week in July, and right now, we have to accept that as true, but if they don't roll off the production line on time, this again leaves you and your customers frustrated.

I have asked him again to urgently obtain assurances on the dispatch dates and will let you know Teledyne's response. I understand your frustration, we are in a similar position with missed delivery dates and any promise I make regarding delivery is only as good as the information that we have been provided.

In my role of customer technical support, I do not deal directly with the manufacturing facilities and am doing what I can to ensure that your concerns are addressed, but if you wish to speak to Steve Nixon directly, I can ask him to call you. I will be in touch as soon as I know more.

Regards,

Steve

Steve Hardaker
Technical Support Manager
Viamed Ltd.

Please note: Viamed is now enacting a coronavirus contingency plan to allow sales and admin Staff to work from home, and I am now working remotely. Telephone calls to the main office will not be answered, but emails will. Orders may take longer to process but we aim to continue to operate and serve our customers as best we can.

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On Tue, 16 Jun 2020 at 12:38, Rod Perkins <rod@generaldiagnostic.co.uk> wrote:

Hi Steve

Thank you for replying to my email.

I do obviously understand the present situation but am a little annoyed and disappointed at the total lack of communication from yourself and your company !

When I spoke to you on 30th March re our requirements I said I would need fifty in the coming weeks and ordered twenty five straight away as you said "you had stock". Nothing was ever received and ever time I emailed enquiring about delivery I received a stock answer stating that delivery would probably be two weeks. Eleven weeks on I am received none to date and am still no nearer to knowing if and when we may receive any? I could have made other arrangements had I have had better communication.

I have sent many emails and every time received a short stock answer saying possibly two weeks.

I have customers with Mot bays with exhaust gas analysers that are not working due to the lack of sensors which has caused us much stress and loss of reputation.

However , putting all this aside please change the order to the Teledyne sensors and could you please can you tell me the honest likely hood of us receiving the Teledyne sensors around the 1st or 2nd week of July as you indicated.

Once again Steve , I do appreciate the current situation is difficult but we are a service company of many years standing who pride ourselves on looking after our customers and keeping there Mot equipment going , we have failed to do this due to the lack of sensors and have experience many problems as a result. Your communication to ourselves as a customer has been poor to say the least.

As for your offer of " Can we do anything to help during this period " YES ! You can , we would like some Oxygen sensors please or at least an honest answer as to when we may receive some 😊

I couldn't resist.....

Kind Regards

A very stressed Rod ;0

From: Rod Perkins <rod@generaldiagnostic.co.uk>
Sent: 15 June 2020 09:44
To: 'zoey.teal@viamed.co.uk' <zoey.teal@viamed.co.uk>
Subject: RE: Oxygen sensor requirements

Good Morning ,

Re the O2 sensors we ordered on the 1st April , would someone please give me an indication as to when we may expect stock? I appreciate these are difficult times but every time I email you for an update I get a stock answer indicating two weeks and then nothing.

We have a number of customers with equipment they cannot use as the O2 sensors have expired and this is causing us serious issues , would someone please give me some indication as to the likely delivery so that we can at least inform our customers.

Many Thanks

Rod

From: Main Account <viamedinbox@gmail.com> On Behalf Of Zoey Teal
Sent: 18 May 2020 11:22
To: Rod Perkins <rod@generaldiagnostic.co.uk>
Subject: Re: Oxygen sensor requirements

Hi Rod,

An estimated guess is 2-4 weeks.

If you have any further queries, please do not hesitate to contact me.

Kind regards

Zoey Teal

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<http://www.viamed.co.uk>

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On Mon, May 18, 2020 at 10:59 AM Rod Perkins <rod@generaldiagnostic.co.uk> wrote:

Thank you Zoey , do you have a rough idea how long please ?

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Zoey Teal

Sent: 18 May 2020 10:53

To: Rod Perkins <rod@generaldiagnostic.co.uk>

Subject: Re: Oxygen sensor requirements

Good morning Rod,

Apologies but we are still expecting delays.

We have the R-17A-LV that we can offer but unfortunately we are also awaiting these coming into stock.

Please see attached a statement from our Commercial Sales Director explaining the situation.

I am sorry that we can not be more help at this time.

If you have any further queries, please do not hesitate to contact me.

Kind regards

Zoey Teal

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On Mon, May 18, 2020 at 9:19 AM Rod Perkins <rod@generaldiagnostic.co.uk> wrote:

Good Morning Zoey ,

Sorry to be a pain but do you have any idea when we might receive any O2 sensors please as we were expecting them last Month and have just about ran out ☹

Many Thanks

Rod

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Zoey Teal
Sent: 12 May 2020 13:42
To: rod@generaldiagnostic.co.uk
Subject: Oxygen sensor requirements

Good afternoon Rod,

Apologies but we are still awaiting the stock for your order.

We are hoping to have the sensors within the next two-three weeks and if we can get them to you sooner we will.

If you have any further queries, please do not hesitate to contact me.

Kind regards

Zoey Teal

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From: **Rod Perkins** <rod@generaldiagnostic.co.uk>
Date: Wed, 1 Apr 2020 at 09:21
Subject: RE: Oxygen sensor requirements
To: <steve.hardaker@viamed.co.uk>

Good Morning Steve ,

Hope you are keeping safe and well ,

We will need approx. fifty sensors in the coming six months , could you please supply 25 to us in a Months time to keep us topped up as per the following :

Please supply Viamed R-17A-LVG x 25 on or around 1st May using our order number 0104RP

Many Thanks

Rod

Best Regards

Rod

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Hardaker
Sent: 31 March 2020 18:30
To: Rod Perkins <rod@generaldiagnostic.co.uk>
Cc: enquiries@generaldiagnostic.co.uk
Subject: Fwd: Oxygen sensor requirements

Good afternoon,

Please could I ask you and your colleagues to assess your oxygen sensor requirements for the next 2 quarters as a matter of urgency for the reasons detailed in the email below?

We need to urgently allocate manufacturing capacity due to the current pandemic; to assure continuation of supply for you, I would be grateful if you could advise as soon as possible.

Thanks in advance and I look forward to hearing from you.

Regards,

Steve

Steve Hardaker
Technical Support Manager
Viamed Ltd.

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From: Steve Hardaker <steve.hardaker@viamed.co.uk>
Date: Mon, 30 Mar 2020 at 18:02
Subject: Oxygen sensor requirements
To: Rod Perkins <rod@generaldiagnostic.co.uk>

Hi Rod,

As you may be aware, the UK Government has made an urgent request to industry to manufacture 30,000+ ventilators in the shortest possible time-frame.

Ventilators use oxygen sensors to monitor and regulate the concentration of oxygen being delivered to the patient. The requirement for 30,000 sensors is having a major impact on the global manufacture of oxygen sensors, including automotive ones that use many of the same components and production lines.

There is a possibility that the manufacture of non-medical sensors may soon be scaled down or stopped in order to free up capacity for medical sensor manufacture.

As such, can I ask you to look at your requirements for the next 2 quarters and give me an idea of how many you may need and whether you intend to place any purchase orders in the near future?

To allow us to gauge the manufacturing requirements, do you foresee demand continuing at current levels during the pandemic, or are many of your outlets for these sensors not currently working?

We do have stock available, we would ask you not to overstock but to make an honest assessment of your expected requirements and we will attempt to meet yours and other customer's orders in a fair manner to keep everyone going.

Thank you for your attention to this and I hope to hear from you soon.

Regards,

Steve

[Quoted text hidden]