

CUSTOMER COMPLAINT REPORT		SRN: 98 DATE: Nov 22/2000
CUSTOMER: None FILE NO. INTERNAL Checks ADDRESS:		CUSTOMER ORDER NO:
		INVOICE NUMBER:
PRODUCT: THERMISTOR TANK PROBES SERIAL NUMBER:		DATE DISPATCHED:
MANUFACTURER / SUPPLIER BETA THERM		
NATURE OF COMPLAINT: <i>Intermittent Fault</i>		
RESULT OF INVESTIGATION: <i>Product Improved</i>		
SIGNED: <i>[Signature]</i>		DATE: 22/06/01
CORRECTIVE ACTION: EXTERNAL: <i>Beta Therm improved Product</i> INTERNAL: <i>QA applied to every probe</i> SIGNED: <i>[Signature]</i>		
MEDICAL DIRECTIVE INFORMED YES / NO		Q.C. 12



Ballybrit Ind. Estate,
Galway.
Phone: 353-91-753238
Fax: 353-91-753615

Betatherm

Fax

To: John Lambe	From: Kevin Callaghan
Fax: 00 44 1535 635582	Date: April 27, 2001
Phone: 00 44 1535 634542/636757	Pages: 1 of 1
Re: Complaint Update	CC:

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

John,

As a follow-up to Betatherm Corrective Action # 717, raised in Nov. 2000, I have monitored, through production, the new parts shipped to you this week (similar in design to the 36k53d27). These parts are:

2.2k3d367 x 100

2.2k3d369 x 100

2.2k3d370 x 100

These parts were manufactured and tested by experienced personnel. I trust that you will find no issue with these, or with future deliveries.

Assuring you of our best attention at all times.

Best Regards,

Kevin Callaghan

QA Manager.



VIAMED



Mr M Van Oostrum
Betatherm Thermistors
'Fording'
New Mill Lane
Eversley
Hampshire RG27 ORA

COPY

22 November 2000

Dear Mr Van Oostrum


37107 / 36K53D27 - Rectal/Oesophageal - Adult (700 series) for refund or exchange

Further to your recent telephone conversation with Stephen Nixon please find enclosed faulty probes which are breaking at the thermistor. We have just recently tried to terminate them with jack plugs, what is worrying there seems to be three versions. ideally we need to have one standard version.

Enclosed please find sample batch LL91737. This is found to be faulty but is the version we prefer.

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

Kind regards


Angela Hawthorne (Mrs)

Enc

69 units batch nos : 1406 2405 W14

10 units batch nos : 1405 1510 D12

1 unit batch nos : LL91737 - faulty, also sample of t

Angela FORD
30/3/01
Could you please ASAP
Fax this to
MICHAEL VAN OOSTAN
BETATHERM UK
John



Viamed Limited, 15 Station Road, Cross Hills,
Keighley, West Yorkshire, BD20 7DT, U.K.
Tel +44 (0)1535 634542/636757 Fax +44 (0)1535 635582
Email: info@viamed.co.uk www.viamed.co.uk
BS EN ISO 9001 BS EN 46001
Registration No 12917565 in England

(THESE YOU CAN BEND PAST 90° AND ARE STILL OK!)

GOODS RETURNS NOTE

22/11/00

GOODS RETURN NUMBER: 001122

Betatherm
thermostore

DELIVERY NOTE NUMBER: PT. NUMBERS: 37107

BATCH NO:

SERIAL NUMBER: N/A

QTY. RETURNED: 81

REASON FOR RETURN:-

Breaking at the thermostat, three versions?
need one standard version

PLEASE:

CR
☒ REPLACE ☒ CREDIT / REPAIR / AND RETURN

WORK SHEET ATTACHED YES / NO

WORK SHEET REFERENCE NUMBER :

DISPATCHED BY: Ewo Tran 22/11/00

Q.C. 08



VIAMED 15 Station Road, Cross Hills, Keighley,
W. Yorkshire, BD20 7DT. Tel: (0535) 634542



GOODS RETURN NUMBER:

DELIVERY NOTE NUMBER: PT. NUMBERS: 37104

BETATHERM
THERMISTORS

BATCH NO:

SERIAL NUMBER:

QTY. RETURNED: 33

REASON FOR RETURN:- faulty

PLEASE: REPLACE CREDIT / REPAIR / AND RETURN

WORK SHEET ATTACHED YES / NO

WORK SHEET REFERENCE NUMBER :

DISPATCHED BY: ELLIOT TOLIN

Q.C. 08