

Kundeninformation / Customer Information			
I. PRODUKTINFORMATION PRODUCT INFORMATION		VORGANGSDATEN (KUNDE, EINGANGSDATUM USW.) SIEHE TRANSACTION DETAILS (CUSTOMER, INHOUSE DATE ETC.) SEE	
		RMA	300234489
TYP / AUSFÜHRUNG / SERIENNUMMER / REVISION / SOFTWARESTAND – TYPE / MODEL / SERIAL NO. / REVISION / SOFTWARE OOM204			
Viamed Ltd. Cross Hills			
REKLAMATIONSBESCHREIBUNG INKL. ANWENDUNGSUMGEBUNG – COMPLAINT DESCRIPTION INCL. CONFIGURATION OF APPLICATION - Instable signal and cathode difference			
		SIEHE ANLAGE NR. SEE ENCLOSURE NO.	
II. URSACHENANALYSE REASON ANALYSIS		BEARBEITER - PROCESSED BY Schliemann	DATUM – DATE 15.04.2021
MASSNAHMENPLAN – INVESTIGATION PLAN - Electrical test and visual inspection			
ERGEBNISSE – INVESTIGATION RESULTS Root Cause(s) Sensors showing these faults have gas bubbles in the front at the cathode and in the back at the membrane. We consider bubbles have remained during production and since hidden behind indentations, they have evaded detection. When expanding to a three-shift system, the temperature drop in the night shift made the electrolyte too cold at times, which meant that the vapor pressure in the vacuum chamber was not always reached. As a result, the electrolyte did not always "boil", so adhering micro gas bubbles did not dissolve. The result was that micro gas bubbles remained in the sensor, which, if they accumulated after a while, could impair sensor behaviour. We see the root cause in the fact that the electrolyte was not sufficiently tempered.			
		SIEHE ANLAGE NR. SEE ENCLOSURE NO.	
REKLAMATIONSTYP TYPE OF COMPLAINT	ENTWICKLUNGSFEHLER / DESIGN PROBLEM	☐	FERTIGUNGSFEHLER / MANUFACTURING DEFECT
	DOKUMENTAT. /KENNZEICHNUNG / DOCUMENTATION / LABELLING	☐	TRANSPORTSCHADEN / DAMAGE IN TRANSPORT
	ANDERE / OTHERS		RÜCKWEISUNG WG. ANWENDERFEHLER / REJECTED BEC. OF OPERATOR'S FAILURE
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Korrekturmaßnahmen – corrective actions
 Corrective Action(s)

Checking and optimising degassing device: minimising the end vacuum, extension of degassing time, introduce temperature requirements as a new parameter into degassing and revalidate to elevate reliability.

Preventive Action(s)

Degassing procedure currently under work.

REPARATUR REPAIR ☐	GUTSCHRIFT CREDIT ☐	KUNDENINFO CUSTOMER INFO ☐	AUSTAUSCH REPLACEMENT ☐
DOK.-NR. – DOC. NO.	DOK.-NR. – DOC. NO.	DOK.-NR. – DOC. NO.	DOK.-NR. – DOC. NO.

 UNTERSCHRIFT BEARBEITER/
 SIGNATURE PROCESSED BY:

15.09.2021

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> REKLAMATIONSBEARBEITUNG – COMPLAINT PROCESSING