



Steve Nixon &lt;steve.nixon.viamed@googlemail.com&gt;

**RE: MAXTEC Complaint Number: COM-3390**

1 message

**Sidra Hankins** <shankins@permapure.com>

28 October 2021 at 03:38

To: Charly Duffy &lt;cduffy@permapure.com&gt;, "steve.nixon@viamed.co.uk" &lt;steve.nixon@viamed.co.uk&gt;, "qualityadmin@maxtec.com" &lt;qualityadmin@maxtec.com&gt;

Cc: "E. Colter George" &lt;cgeorge@maxtec.com&gt;, Osvaldo Castro &lt;ocastro@maxtec.com&gt;, shankins &lt;shankins@maxtec.com&gt;, "quality@maxtec.com" &lt;quality@maxtec.com&gt;, Vikash Dudhia &lt;vdudhia@maxtec.com&gt;, Cora Van Dyk &lt;cvandyk@maxtec.com&gt;, Andrew Skaggs &lt;askaggs@permapure.com&gt;, bforet &lt;bforet@maxtec.com&gt;, Brian Fischer &lt;bfischer@permapure.com&gt;

Hello Steven,

I believe we have a call coming up to discuss some other issues. If you have any additional questions regarding complaints, I'll be prepared to discuss then. Please note that as Charly stated the teams are working to improve our complaint processes at our facilities. The major focus is to investigate issues that are impacting the customer experience so that we may identify root cause and prevent recurrence. As you noted, we are still working on driving to root cause.

If you are calling in requesting a paid service repair or maintenance, we do not capture those complaints, however, if you have a product that malfunctioned in warranty, that data along with introducing root cause analysis methodologies to sharpen our investigations is critical to continuing to improve our processes and products. We understand that some of our partners do not want to receive the complaint response letter. If that is the case, we can flag the complaint so you do not receive it. Just let the team know when you submit the information.

However, at any point in time you may reach out and we will be able to supply you the status of our investigation.

We appreciate the feedback.

I look forward to meeting with you soon,

Sidra M Hankins CQA,  
CMQOE, SSBB

VP of QARA

Mobile: 1-908-910-9437

Office: 1-732-244-0010  
x1151

Fax: 1-732-244-0010

[shankins@permapure.com](mailto:shankins@permapure.com)

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**From:** Charly Duffy <cduffy@permapure.com>**Sent:** Wednesday, October 27, 2021 1:06 PM**To:** [steve.nixon@viamed.co.uk](mailto:steve.nixon@viamed.co.uk); [qualityadmin@maxtec.com](mailto:qualityadmin@maxtec.com)**Cc:** E. Colter George <cgeorge@maxtec.com>; Osvaldo Castro <ocastro@maxtec.com>; shankins <shankins@maxtec.com>; [quality@maxtec.com](mailto:quality@maxtec.com); Vikash Dudhia <vdudhia@maxtec.com>**Subject:** RE: MAXTEC Complaint Number: COM-3390

Hi Steve,

My name is Charly Duffy, Quality Systems Manager for Perma Pure and managing the complaint process at Maxtec (our sister company). Returns under warranty related to product or process issues are entered as a complaint on our end to properly document the investigation and capture any actions taken. We are currently working to improve upon our complaint process by conducting more robust investigations.

I will work with our Service Team to gather more information regarding this particular investigation and provide an updated response letter.

Please let me know if there is anything additional you need in the meantime and thank you for your patience as we work to improve upon our process.

Kind Regards,

**Charly Duffy**

Quality Systems & Compliance Manager

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M: +1 (732) 575-3651

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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Steve Nixon

**Sent:** Wednesday, October 27, 2021 12:56 PM

**To:** [qualityadmin@maxtec.com](mailto:qualityadmin@maxtec.com)

**Cc:** Charly Duffy <[cduffy@permapure.com](mailto:cduffy@permapure.com)>; E. Colter George <[cgeorge@maxtec.com](mailto:cgeorge@maxtec.com)>; Osvaldo Castro <[ocastro@maxtec.com](mailto:ocastro@maxtec.com)>; shankins <[shankins@maxtec.com](mailto:shankins@maxtec.com)>; [quality@maxtec.com](mailto:quality@maxtec.com); Vikash Dudhia <[vdudhia@maxtec.com](mailto:vdudhia@maxtec.com)>

**Subject:** Re: MAXTEC Complaint Number: COM-3390

Hi Jaijaira

As per other recent complaint responses raised by Maxtec, I would like to say that we were not processing as a complaint, we were just returning under warranty.

The response states:

**Root Cause: Sensor failed testing with a low output voltage.**

What has been done to determine the root cause of the failure? There must be a reason for the low output.

Regards

Steve

On Fri, 17 Sept 2021 at 16:12, Main Account <[office@viamed.co.uk](mailto:office@viamed.co.uk)> wrote:

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

From: **Quality Admin** <[qualityadmin@maxtec.com](mailto:qualityadmin@maxtec.com)>

Date: Fri, 17 Sept 2021 at 16:03

Subject: MAXTEC Complaint Number: COM-3390

To: <[office@viamed.co.uk](mailto:office@viamed.co.uk)>

Cc: <[cduffy@permapure.com](mailto:cduffy@permapure.com)>, E. Colter George <[cgeorge@maxtec.com](mailto:cgeorge@maxtec.com)>, Osvaldo Castro <[ocastro@maxtec.com](mailto:ocastro@maxtec.com)>, Sidra Hankins <[shankins@maxtec.com](mailto:shankins@maxtec.com)>, Quality <[quality@maxtec.com](mailto:quality@maxtec.com)>

Hello,

Attached is our response letter to your recent complaint involving MAXTEC's product, please let us know if you have any additional questions or concerns.

### **How Did We Do? Please Take a Moment to Complete Our Survey**

<https://www.surveymonkey.com/r/PPQFVCW>

To ensure we continue to improve our processes we would like to ask for your time to answer some questions about your experience with how we handled your complaint and your overall opinion of MAXTEC. The survey should take less than 3 minutes of your time and is in the link provided above.

Thank you.

Best Regards,

*Jajaira C. Vargas*

*Quality Systems Specialist at Perma Pure, LLC*

**\*DO NOT reply to this email. Any questions or concerns please reply to [quality@maxtec.com](mailto:quality@maxtec.com) \***

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Steve

Steve Nixon

Director - Viamed Ltd.

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