



Steve Nixon <steve.nixon.viamed@googlemail.com>

Fwd: Unstable UFO sensors // RMA# 50129 issued for Warranty Evaluation of 10 pcs - p/n C73894 UFO-130-2

1 message

Steve Nixon <steve.nixon@viamed.co.uk>

2 December 2021 at 11:51

Reply-To: steve.nixon@viamed.co.uk

To: Cathy Green <cathy.green@viamed.co.uk>

Please see below for returning the 10 x UFO sensors to Teledyne. Please ship ASAP.

684368 K1
684385 K1
684367 K1
684374 K1
684378 K1
684429 K1
684422 K1
684408 K1
684405 K1
684420 K1

Unstable output signal when there is slight movement.

Steve

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

From: **Read, Margie E** <Margie.Read@teledyne.com>

Date: Thu, 2 Dec 2021 at 02:38

Subject: RE: Unstable UFO sensors // RMA# 50129 issued for Warranty Evaluation of 10 pcs - p/n C73894 UFO-130-2

To: steve.nixon@viamed.co.uk <steve.nixon@viamed.co.uk>, Narasimhan, Vasu P

<Vasu.Narasimhan@teledyne.com>, TAItrade compliance <TAItrade compliance@teledyne.com>

Cc: IND_Repairs <IND_Repairs@teledyne.com>, Lague, Nino <Nino.Lague@teledyne.com>, Nguyen, Thu <Thu.Nguyen@teledyne.com>

Hello Steve,

I've issued **RMA# 50129** to return the 10 failed sensors as part of total 120 sensors that had been reported of the same failure of Unstable Outputs. With these 10 sensors returning, we will investigate the root cause of the failure and advise our findings. Please ship the returning sensors under our UPS account# 910081.

Now, see the following "suggested" Shipping instructions, so that Customs clearance will go smoothly thru the Process:

1. Please have the RMA# written on the outside of shipping box and include a copy of the attached RMA Packing Slip inside with the returning sensors.
2. Please take NOTE of the correct Declared Customs Value, the proper HTS Import code# and the correct Country of Origin that is listed on the RMA Packing Slip. This same information must be showing on your Commercial Invoice and FRT AWB. Otherwise, our Import Administrator will contact you for a revision of your Shipping documents.
3. Please see below for shipping by UPS (our Import Broker). They will help clear this Incoming shipment thru U.S. Customs on TAI's behalf:
 - a. If shipping by UPS, no broker information needs to be indicated on Frt. AWB.
 - b. If shipping by Fed-X or a Frt. Forwarder, then please show our **Teledyne Import Broker: UPS Worldwide Saver** on the Frt. AWB.

1. For small packages/shipments (less than 100 pounds), the broker email is: upsusteledyne2@ups.com
2. For heavyweight shipments, the broker email is: phldocreceipt@ups.com

If you need our Import Broker's address for UPS, it is below:

UPS Supply Chain Solutions
15 East Oregon Avenue
Philadelphia, PA 19148

***Before this shipment leaves your Shipping dock, please forward all Shipping documents (Commercial Invoice and Frt. AWB) to Lauran Holliday** at: TAltrade@Teledyne.com, our Import/Export Administrator (copied on this email), so she can review your Shipper's documents. She will give the OK to release your shipment to return back to TAI. If corrections need to be made, Lauran will advise you to make the necessary changes.

Thank You!

Best Regards,

Margie Read

Customer Support & Service Manager - Returns & Repairs

Teledyne Analytical Instruments

626-934-1570 (direct line)

626-934-1651 (fax)

Margie.Read@Teledyne.com

"All the darkness of the world cannot put out the light of one small candle."

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Nixon
Sent: Wednesday, December 1, 2021 9:23 AM
To: Narasimhan, Vasu P <Vasu.Narasimhan@Teledyne.com>
Cc: Read, Margie E <Margie.Read@Teledyne.com>
Subject: Re: Unstable UFO sensors

External Email

Hi Vasu

Can you please supply a returns number so that I can send these to you for investigation.

Regards

Steve

On Mon, 29 Nov 2021 at 22:22, Steve Nixon <steve.nixon@viamed.co.uk> wrote:

Hi Vasu

As discussed

Can we return 10 examples of the UFO sensors that have the unstable output?

684368 K1

684385 K1

684367 K1

684374 K1

684378 K1

684429 K1

684422 K1

684408 K1

684405 K1

684420 K1

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Steve

Steve Nixon

Director - Viamed Ltd.

Office: +44 (0)1535 634542

Mobile: +44 (0)7850 252267

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Steve

Steve Nixon

Director - Viamed Ltd.

Office: +44 (0)1535 634542

Mobile: +44 (0)7850 252267

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Steve

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Director - Viamed Ltd.

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RMA 50129 - Viamed - Warranty Evaluation for 10 pcs of C73894.pdf

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