

Rens, At

Van: Rens, At
Verzonden: dinsdag 8 maart 2005 9:43
Aan: peter.anderson@viamed.co.uk
CC: 'vic'; Brinke, Wim ten
Onderwerp: VIAMED050208

Good morning Peter,

Ref.: klantenklachtenrapport (customers complain report)

We investigated 9 pieces membrane keyboards APGAR TIMER.
(drawing number 20006715; Archive number R7015)
4 keyboards laminated on housing, 5 keyboards single.

8 membrane keyboards had damaging on the cable. (tail)
Sharp edge of metal housing caused damage on silverink.
1 membrane keyboard has a broken metal dome.
That only happens if one removes a laminated membrane keyboard.
(to correct wrong lamination on the housing in your manufacturing process)

We propose:
Plastic isolation tape on the printed side of the cable will give more protection of the silver circuit.
Please instruct you personnel to handle membrane keyboards in general with care.
If you remove a membrane keyboard from your housing there is always the risk of damaging the metal domes.

We will return your products to your attention.

Groeten,
DE NAAMPLAAT BV
At Rens
Manager Bewegwijzering
Telephone +31 523 281223
Mobile +31 6 51271249
Fax +31 523 281227
E-mail: arens@naamplaat.nl
www.naamplaat.nl

8-3-2005

① Start stuck Faulty screen printing defects 30/32
No damage. 1 minor scratch.

② Beeps Faulty screen printing defects. 44/46
1 minor scratch.

③ No Freeze/reset No damage. 24/25

④ No reset. No damage. 26/32

⑤ Int. Beeps No damage. 29/34 r.

⑥ Start stuck. No damage. 34/37 r.

⑦ ? 2 minor scratches. 1 line ~~worse~~ scratch. 32/33 r.

⑧ Start Key stuck. 4 minor scratches 28/29 r.

⑨ No reset.