

Service Repair Sheet SRS68076

Contact Name

Company/ Hospital Name

Department

Position

Direct Phone

General Phone

Opera Account

Email

Order Number

Date Received

Booked in By

Main Company

Type Return

Date Promised to Return: 01 Jan 1970 -3600

Jody Willis

The Automation Partnership

Supply Quality Engineer

01763227200

01763227248

00009081

JODY.WILLIS@sartorius-stedim.com

03/Mar/2022

Robert Connor

Viamed

Warranty

Notes 16/Feb/2022 Steve Hardaker

16/Feb/2022 Steve Hardaker

Returning a Max-250(B) 0110432 for replacement under warranty. S/N: GC28999077.

Reported Fault:

16/Feb/2022 Steve Hardaker

See attached report showing the output from a bank of 24 sensors recorded by the TAP engineer. It is not in mV, its software generated, but clearly shows that this sensor (the bottom line and each graph) is behaving very differently to the other sensors.

01/Mar/2022 Steve Hardaker

George Jacovou chased this up but we haven't received it yet. Re-sent the SRS details for them to return it and asked for tracking number.

02/Mar/2022 Steve Hardaker

Posted today, 2/3/22. Please can you let me know when we receive it, customer would like to be informed.

George says "A credit or replacement sensor is fine, whatever works best for you."

03/Mar/2022 Robert Connor

Received 1 x MAX-250 s/n GC28999077

Ready For quote

Repair Complete Signed

Careen 7-3-22.

SRN	Equipment	Stock Ref	Serial Number	Warranty
SRN34756	Oxygen Sensor	0110432	GC28999077	Yes

0140013 x 1 FOC
old SIN, SRS, SRN

0110432 x 1 FOC
NEW SIN, SRS, SRN

UPS x 1 FOC

SARTORIUS

The Automation Partnership (Cambridge) Ltd. - Royston

VIAMED LIMITED
15 STATION ROAD
KEIGHLEY
West Yorkshire
BD20 7DT

Complaint

First Sample no. / Date

1100069165 / 16.02.2022

Purchasing Document / Item

4561021520 / 00000

Material / description

S-0262 / SENSOR,OXYGEN,MAX-250B_

Document / Version

Purchase Qty / Affected Qty

1.000 PC / 1.000 PC

Vendor number / Reference number

999185 /

Ext. Delivery Note / Vendor Mat. No.

/

Inhouse contact / Telephone / Fax

Email

Dear sir or madam,

we analyzed the goods delivered by you and discovered the following:

Position 1	Faulty Sensor Low reading
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Off-Gas O2 sensor reading is low (< 9 A-to-D counts). Re-tested multiple times with the same result.

Ref: R125P02-003

S/N: GC28999077

Machine 389 / Production Order 501274317

The Automation Partnership (Cambridge) Ltd.
Royston

The Automation Partnership
(Cambridge) Ltd.
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Royston
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Director:
Dominic Bushnell

Registered in England & Wales
No. 02823205
VAT-ID: GB711570562
WEEE-Registration: WEEE/BG175325
EORI: GB711570562000

HSBC Bank Plc	Sort Code: 40-18-41	SWIFT: HBUKGB4B
GBP Account: 62810786	IBAN: GB19 HBUK 4018 4162 8107 86	
HSBC Bank Plc	Sort Code: 40-12-76	SWIFT: HBUKGB4B
EUR Account: 78164386	IBAN: GB45 HBUK 4012 7676 1643 86	
USD Account: 78164378	IBAN: GB67 HBUK 4012 7676 1643 78	
JPY Account: 78762137	IBAN: GB79 HBUK 4012 7676 7821 37	

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Date Received

03/Mar/2022

Booked in By

Robert Connor

Repair	Ref	S/N	Equipment Type
SRN34756	0110432	GC28999077	Oxygen Sensor

Under Warranty

Time :0 Hour(s)

Parts Replaced

Qty: 1 0110432

Replaced under warranty with S/N GH82699054
