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From: Read, Margie E
Sent: Monday, March 14, 2022 5:35 PM
To: steve.nixon@viamed.co.uk
Subject: RE: UFO sensors and the warranty replacements?

Hi Steve,

Sorry to not get back to you sooner! I know your own customers have probably been chasing you for News! Sales Management has been pushing me to stay focused more on our In-House Repair Shop and has changed my title to be solely Service Repair Manager. Though, I am still supposed to take care of the Warranty Failures and Warranty replacements for Medical and some OEM sensors.

I had been waiting for our Sensor Production Manager to advise when the next sensor batches would be available (see below update).

I've already asked if we could have 17 Replacement sensors for **RMA# 50129** ship sooner than scheduled. He's advised they'll bring over some tomorrow for this Replacement Order, so I'll send the Tracking# for those. I wanted to tell you also, the Evaluation results for the 17 was: 16 were found NIF and 1 failed our Test criteria. I've attached our Test Data Sheet for the UFO-130-2 sensors. We decided to replace the NIF's anyway under Goodwill, since they were all only a few months' shy of their Warranty expiration, so they wouldn't be much good for you to use by the time you received them back. We'll dispose of the 16 – NIF's here.

For the R17MED's returned under **RMA# 50202**, we found 6 pcs failed under Warranty and 3 pcs were NIF. We'll do the same as above and replace all 9 of them. We have stock, so these should be able to ship out this week.

For the R22MED's returned under same RMA#, we found 9 pcs failed under Warranty and 1 pc was NIF. We'll do the same as above and replace all 10 of them. We have stock, so these should be able to ship out this week.

For the T7 that returned under same RMA#, we found the 1 pc passed our Test criteria and was NIF. We'll do the same as above and replace it under Goodwill. We have stock, so this one should be shipping out this week also.

For the 86 sensors that returned under **RMA# 50654**, I was told per a phone conversation that Vasu Narasimhan had with you that these sensors are not meant to be in motion or shaken up. All of them were tested by our Sensor analyst and only 1 sensor failed, but the other 85 sensors passed our Test criteria and were considered NIF. We've decided to send 85 Goodwill replacements and 1 Warranty replacement to you, but the new sensors will respond the same if your end-user continues to shake or expect them to read properly while in motion. There isn't any more available stock right now until end of April/beginning of May.