



Ryan Swaine <viamed.ryan.swaine@gmail.com>

Re: Faulty oxygen sensors R-22A

1 message

Ryan Swaine <ryan.swaine@viamed.co.uk>

13 December 2017 at 11:37

To: horejsi@actia.cz

Cc: trebicky@actia.cz, Katie Evans <katie.evans@viamed.co.uk>

Dear Josef

I am very sorry to hear about the problems you have been experiencing. I assure you that we do want to solve this problem.

Unfortunately, there has been a bit of confusion with regards to the returned sensors, when our engineer reads the notes that there is a leak on the sensors, then they would automatically assume that it was in relation to the Liquid KOH, not gas, as this is a very unusual problem. This has lead our engineer to pass the sensors as no fault found.

I have tested one of the returned sensors myself and I can clearly see that gas is escaping through the casing of the sensor. I recorded the test and raised the problem with one of the Directors at Teledyne and they have opened an investigation. I have also asked Teledyne for any changes they have made in the last six months, in terms of production procedures and materials to see if we can help identify the problem.

I will keep you up to date with our progress.

I am going to be on vacation from the end of day Thursday until after Christmas, but I will have access to my emails on an evening and I will keep chasing this issue. Please feel free to contact me anytime.

Best regards

Ryan

Ryan Swaine
International Sales Manager
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----- Forwarded message -----

From: **Josef Horejsi** <horejsi@actia.cz>

Date: 12 December 2017 at 14:13

Subject: Re: Faulty oxygen sensors R-22A

To: Katie Evans <Katie.Evans@viamed.co.uk>, Třebický <trebicky@actia.cz>

Cc: Vachtová Pavla - ACTIA <vachtova@actia.cz>

Dear Ms. Evans,

transfer please my information to responsible Q-manager.

We are producer of Emission devices for ACTIA Group which is distributing Emission devices in almost all continents. ACTIA Group is using your sensors also during after sale services. We hadn't this problem during last several years and this feature is regularly tested. We discovered leakage problem of your sensors **in your last 2 deliveries only.**

Input Quality Test discovered in first step about 10% faulty pieces. My next command is to focus on deep testing of your sensors before installation. We have to move also your rating like supplier to lower level because your products need 100% testing and more deep input testing. It can happened that failure rate will increase during all testing procedure.

Second problem is installation of your sensors during after sale services. I consider your decision to accept sensors with leakage like sensors without any fault like unacceptable for ACTIA CZ, ACTIA Group and all our customers.

Your information about new generation of sensors which are under preparation is not interesting for ACTIA today. We are producing and using your products now and **we cannot install faulty O2 sensors.**

I am expecting your final decision in relation to faulty O2 sensors by return. If you will still consider O2 sensors with leakage like sensor without fault than we have to act immediate:

- 1/ I will stop purchasing of your Oxygen Sensors by ACTIA CZ**
- 2/ I will warn ACTIA Group and all our partners about your production problem**

I understand that you dont want recognize and solve this problem

Thank you for your confirmation or quick reaction

Best regards

**Josef Horejsi
CEO**

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web: www.diag4bike.com



Dne 12. 12. 2017 v 12:14 Katie Evans napsal(a):

Dear Miroslav,

We are working on a new style of sensor we believe will prevent any future problems. We are aiming to launch the new automotive sensors in the next few months. We will keep you updated with our progress

Kind regards

Katie Evans

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On 12 December 2017 at 10:57, Třebický <trebicky@actia.cz> wrote:

Dear Katie.

We still have a problem with sensor tightness.
We removed another 10 pieces of leaky pieces.

We will be forced to stop delivering your sensors if you do not provide the required quality.
Competitive manufacturer (Citytech) guarantees the following parameters (at attached file).

Absolute pressure Range: 500-2000 mBar

Differential Pressure Range: 0 to 500 mBar max

I ask you to comment on our sensor leakage problem. Thank you.

S pozdravem / Best regards
Miroslav Třebický

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Dne 5. 12. 2017 v 12:08 Katie Evans napsal(a):

Dear Miroslav,

Please accept my apologies for the late response, I no longer work on Mondays.

I have spoken with our repair admin and Ryan, our international sales manager who have said that the best idea would be for you to replace the R-22A with the R-22AV, it is the same sensor with a tighter specification (9-13mV).

Serial numbers: 810061, 947494, 947478, 947518 and 947483 all work fine, they are within the published specification so we cannot replace them under warranty, we believe the problem to be that the machine you are using them in needs a higher output and the R-22AV would solve that problem.

Serial number 847480 has failed and we are happy to replace that sensor under warranty, would you like us to replace it with the R-22A or the R-22AV?

Kind regards

Katie Evans

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On 4 December 2017 at 07:12, Třebický <trebicky@actia.cz> wrote:

Dear Katie.

Could you give me information for RMA SRS66251? Thank you.

S pozdravem / Best regards
Miroslav Třebický

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web: www.diag4bike.com



Dne 24. 10. 2017 v 12:43 Třebický napsal(a):

Dear Katie.

Thank you for RMA number.

I have one more question. How much pressure or vacuum can we test the leak of the sensor? Please inquire at manufacturer. Thank you.

S pozdravem / Best regards
Miroslav Třebický

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Dne 23. 10. 2017 v 10:38 Katie Evans napsal(a):

Dear Miroslav,

Thank you for bringing this to our attention. Please return the sensors to us using the following returns reference number: SRS66251

Please ship them to:
Viamed Ltd
Returns Department - SRS66251
15 Station Road
Cross Hills
Keighley
West Yorkshire
BD20 7DT
United Kingdom

Kind regards

Katie Evans

<http://www.viamed.co.uk>

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Alternate email: katie.evans@viamed.me.uk

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On 23 October 2017 at 07:05, Třebický
<trebicky@actia.cz> wrote:

Dear Katie Evans.

We removed four defective sensors from the last delivery. The other sensor is under warranty and is leaking.

Refer this fact by the manufacturer.

Faulty sensors (s/n):

- 947483 I7 - leaking
- 947518 I7 - leaking
- 947494 I7 - leaking
- 947480 I7 - voltage out of range
- 810061 J6 - leaking

We will send sensors back. Could you send us address?

Thank you.

--

S pozdravem / Best regards
Miroslav Třebický

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