



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

RE: Close Out of SCAR 079 & SCAR 090

1 message

Ann Duncan <A.Duncan@jfdglobal.com>

30 August 2019 at 11:38

To: "steve.nixon@vandagraphst.com" <steve.nixon@vandagraphst.com>

Hi Steve,

Thank you so much for your email.

I am now doing the SCAR's and have to close them out and I am just getting up to speed with what is happening with everything, so I appreciate your email.

I think I can close out with this.

Have a good week end and thank you for all your help.

Kindest Regards, Ann



Ann Duncan Sales/Ops Administrator
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From: Main Account [<mailto:viamedinbox@gmail.com>] **On Behalf Of** Steve Nixon

Sent: 30 August 2019 11:33

To: Ann Duncan

Cc: Duncan Clark

Subject: Re: Close Out of SCAR 079 & SCAR 090

Hi Ann

I'm not sure how to answer this one. Three sensors out of 1,180 have been returned. Another shipment of 270 sensors were shipped to JFD on Tuesday.

What are JFDs thresholds for full investigations?

The sensor with zero output was replaced as 'good will', the problem was most probably due to sensor shock. This sensor was also one of the first sensors (3rd in production) and I believe that it had undergone repeated testing at your facilities.

Concerning the sensors with reported high magnetic signatures, we do not have the equipment to either carry out or verify such tests. We do have an agreement with Duncan that we submit the critical components to you for magnetic signature assessment prior to sensor manufacture. So far, all the production components have passed your tests.

To be honest we do not know why two sensors would read such values and why just two out of a batch of 526. The sensors were returned to us to dismantle and the components were retested by your colleagues. This issue has also been discussed with your colleagues, to date unfortunately there appears to be no explanation whatsoever in order to resolve the situation. We have received the sensors back in good faith and replaced the sensors.

I hope that the above suffices.

Regards

Steve

On Fri, 30 Aug 2019 at 10:57, Ann Duncan <A.Duncan@jfdglobal.com> wrote:

Hi Steve,

Thank you for your email

I am looking for the 'Action to Prevent Recurrence' to close these out.

Many Thanks, Ann

Ann Duncan Sales/Ops Administrator
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From: Main Account [<mailto:viamedinbox@gmail.com>] **On Behalf Of** Steve Nixon

Sent: 30 August 2019 10:53

To: Ann Duncan

Subject: Re: Close Out of SCAR 079 & SCAR 090

Hi Ann

The sensor covered by SCAR 079 was replaced as part of the shipment covered by invoice VSTIN01164, 22/01/2019:

SRS 66864 **SRN** 30872 **SN** 100003 No output

Replaced by: 100607

The sensors covered by SCAR 090 were replaced as part of the shipment covered by invoice VSTIN01221, 13/05/2019:

SRS 66913 **SRN** 31068 **SN** 100544 Reported as magnetic signature >3.5 nT

SRS 66913 **SRN** 31069 **SN** 100395 Reported as magnetic signature >3.5 nT

Replaced by: 101129, 101130

Regards

Steve

On Fri, 30 Aug 2019 at 09:27, Ann Duncan <A.Duncan@jfdglobal.com> wrote:

Good morning Steve,

I am looking for information to close out these 2 SCAR's , could you please look into this and get back to me.

I did try to call you at work earlier but they had said that you are working from home.

I look forward to hearing from you.

Kindest Regards, Ann



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