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Oxygen sensors returns review

1 message

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To: Martin Parker <martinparker@apdiving.com>

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Hi Martin

Just a quick update concerning the returns rates for your sensors:

		First sold	Total returns	Faults	No Fault	Out of Warranty
8010022	APD16 Oxygen Sensor	01/05/2014	0.77%	0.26%	0.04%	0.47%
8010023	APD8 Oxygen Sensor	10/06/2014	0.65%	0.54%	0.00%	0.11%
801xxxx	For comparison: VST whole range mean values	06/01/2011	0.61%	0.22%	0.07%	0.32%

The fault values are higher than the range mean values. However, I believe that they are within acceptable limits; taking into account the usage, application and environments that the sensors are used in.

The number of APD16 sensors returned out of warranty is comparatively high. Historically, as a case of good-will we have been replacing most sensors reported as no fault and out of warranty.

Kind regards

Steve

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