



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

Re: Recent Returns

1 message

Steve Nixon <steve.nixon@viamed.co.uk>

2 June 2022 at 10:59

Reply-To: steve.nixon@viamed.co.uk

To: "Miska, Stefan" <Stefan.Miska@honeywell.com>

Cc: "Wagner, Jessica (GE0Y)" <Jessica.Wagner@honeywell.com>, "Schliemann, Andre" <Andre.Schliemann@honeywell.com>

Thanks for the update Stefan. If I may I'll address this on Monday, today and tomorrow is a UK national holiday (Queen's Platinum Jubilee / bank holiday).

Steve

On Thu, 2 Jun 2022 at 10:24, Miska, Stefan <Stefan.Miska@honeywell.com> wrote:

Dear Steve,

thank you for returning the sensor which we have received last week.

As we have pointed out, we had implemented a corrective and preventive action on oxygen sensors effective Jan 2022. Root cause analysis had been impeded by the fact that the issue did only manifest in devices from some manufacturers while working well in the majority of devices. Effectivity of the measure had been verified both, internally and with several customers and we therefore concluded that the issue was fixed. We have followed up with the affected customers and see no further problems supporting our conclusion.

You had reported that there are still issues in your case manifesting in sensors delivered after Jan 2022, unfortunately all sensors received last week were delivered before Jan 2022. This would indicate a second problem may exist, possibly having been masked by the issue fixed in the meantime. We do take this serious, but meaningful analysis requires sensors delivered Jan 2022 or later, serial no. above 106560. Could you please return affected sensors above serial no. 106560? You may use RMA 300253208.

Thank you in advance

Stefan

Kind regards / Mit freundlichen Grüßen

i. A. Stefan Miska, PhD

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Steve

Steve Nixon

25/07/2022, 14:46

Gmail - Re: Recent Returns

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