

May 19, 2021

**Complaint Initiator Name:** CATHY GREEN

**Customer Company Name:** VIAMED

**General Email/Initiator's Email (Both if applicable):** [office@viamed.co.uk](mailto:office@viamed.co.uk)

**Complaint Response**

**MAXTEC Part No.:** R217P72

**Complaint Number Issued:** COM-2675

**Serial or Lot No.:** FE49299005, FE49299004

**Customer Complaint Number:** RTS1100736

**Original Sales Order:** 281988

**MAXTEC RMA Number:** 287492

**Complaint Statement:** Calibration button not working.

**Complaint Investigation Summary:** Upon receipt of the products a visual inspection was performed by the service technician and it was found that serial numbers FE49299005 and FE49299004 were missing foam bumpers on the calibration switch. The missing foam bumpers were replaced, and the unit was tested against standard operating procedures. The unit passed testing and was returned to stock.

**Root Cause:** At this time, the root cause of this complaint cannot be determined.

**Corrective and Preventive Actions:** N/A

Dear Cathy,

This letter is to outline the investigation and actions taken by MAXTEC in response to the complaint referenced above.

The details of this complaint have been reviewed with the applicable personnel to ensure awareness.

MAXTEC has added the details of this complaint to our formal complaint system, in which complaint trends are closely monitored. We will continue to monitor this defect trend and the effectiveness of our corrective actions.

We would like to thank you again for providing feedback that is critical to our commitment to Continual Improvement and Customer Satisfaction and apologize for any inconvenience this issue may have caused. If you have any questions or concerns regarding this response, please feel free to reference the complaint number provided and contact us.

Best Regards,