

**Re: MAX02+AE units production issue?**

1 message

**Jim Chapman** <jchapman@maxtec.com>

1 June 2021 at 16:40

To: Steve Nixon <steve.nixon@viamed.co.uk>, Osvaldo Castro <ocastro@maxtec.com>  
Cc: Cathy Green <cathy.green@viamed.co.uk>, Vikash Dudhia <vdudhia@maxtec.com>

I will have Osvaldo here at Maxtec help you with a warranty replacement for serial number FE19699003.

Osvaldo can you help Steve?

Thanks,

**Jim Chapman**

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How did I do today?

On Tue, Jun 1, 2021 at 9:08 AM Steve Nixon <[office@viamed.co.uk](mailto:office@viamed.co.uk)> wrote:

Hi Jim

The serial number is FE19699003. Will you process a returns number?

We will check other stock units.

Steve

On Tue, 1 Jun 2021 at 15:34, Jim Chapman <[jchapman@maxtec.com](mailto:jchapman@maxtec.com)> wrote:

Hi Steve

I am sorry this is caused by the 3 mounting screws being over torqued.  
It is possible that in manufacturing we used the wrong torque driver to tighten the screws.

We should do a warranty replacement

Can you tell us the serial number of the unit?

Thanks,



## Jim Chapman

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How did I do today?

On Tue, Jun 1, 2021 at 4:21 AM Steve Nixon <[office@viamed.co.uk](mailto:office@viamed.co.uk)> wrote:

Hi Vik

Some MAX02+AE units purchased last year have still to be put into service.

As discussed I am concerned that we may have some units with issues as follows. The images attached are of a unit that had not been used and the fault was that the unit did not switch on (due to battery contacts not touching the PCB contacts).

You will see that all three screw mountings have been damaged and this points to have been done during production assembly. Did the assemblers use power screwdrivers? All three plastic mounting pillars have been damaged, is this a known problem?

The unit was boxed and even if it had been damaged during use, there would have been damage to the casing; it would have to have been a severe force to cause such damage and to all three pillars/inserts.

Usually we carry out 100% QA testing but during COVID we had to reduce to batch testing.

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Steve

Steve Nixon  
Director - Viamed Ltd.

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Steve

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