

















**Derek Lamb** (1) Failed Login Attempts 172 Issues **19 Unread** 24 ISO













Tasks | [H/W](#): CH KG [Future](#) Active Users ▼    

# Agenda ID: 293

## VIAMED Feedback - Customer Feedback Negative

### Issues in VIAMED Feedback - Customer Feedback Negative

| <a href="#">All</a>   | Expand  | Issue                  | Created By     | Created On | Currently With | Subject  |   |
|---|---|------------------------|----------------|------------|----------------|--|---|
|  Live  |    | <a href="#">229916</a> | Ryan Swaine    | 22/07/21   | Steve Nixon    | Oxygen Sensors - Greece                          |    |
| <p>Added by Ryan Swaine sent to Steve Nixon<br/> <b>INFORMATION ONLY ISSUE DO NOT ADD NOTES!</b><br/>           I do not expect any solution to this, but I thought it was important that it is logged.</p> <p>Feedback from Nick at Nivaco (Greece) regarding Sensors for Atom (R-22VA) and Draeger Incubators (R-22VI):</p> <p>"Unfortunately we failed to be competitive with your oxygen sensors. The competition has awarded the supply for both the Isolette and Atom Incu-i sensors.<br/>           Your EXW price is OK but the customs clearance charges add significantly to the price."</p> <p>REF: QVM131699</p>  |   |                        |                |            |                |  |   |
|  Complete  |  | <a href="#">228305</a> | Catrin Hird    | 06/07/21   | Steve Nixon    | Negative Feedback re Associated Costs for Import |  |
| <p>Added by Catrin Hird sent to Steve Nixon<br/> <b>INFORMATION ONLY ISSUE DO NOT ADD NOTES!</b><br/>           I recently sent an email out regarding the R-22VA, asking customers why they have stopped purchasing. I have received the following response from Nick at Nivaco (Greece):</p> <p>"In fact we have ! We have inquires but the customs clearance cost is a factor that makes our purchase non compatible. For example, a purchase of 6 units ( a recent inquiry) costs an additional 145€ "</p>  |   |                        |                |            |                |  |   |
|  Live  |  | <a href="#">222965</a> | Steve Hardaker | 18/05/21   | General        | MLF-19 compatilbilty                             |  |
| <p>Added by Steve Hardaker sent to General<br/>           RJAH Orthopaedic NHS Foundation Trust ordered some 0110705 MLF-19 sensors for use in the GE Carestation 650, they wanted assurances that it is directly compatible to MLF-19GE. I advised that we are certain that it is and have got hospitals using it successfully but we cannot offer a declaration of compatibility to confirm this in writing.<br/>           He responded to say "Thank-you for your reply. I wasn't aware of the compatibility issues regarding the O2 sensors. In response to your below email and the inability to provide a declaration of compatibility I will stick with GE in order to ensure compatibility."</p> |   |                        |                |            |                |  |   |
|  Live  |  | <a href="#">212075</a> | Ryan Swaine    | 27/01/21   | Steve Nixon    | Delivery Times with UPS                          |  |
| <p>Added by Ryan Swaine sent to Steve Nixon<br/>           We are still experiencing a major delay of goods traveling with UPS to outside of the UK. One of our customers (Medival - Italy) is now trying another courier, as they believe this will speed things up. Is it worth speaking with some other couriers to see if they are having the same issues or if they are to the same extent?</p>  |   |                        |                |            |                |  |   |

Feedback from Gilbert Delpech @ PDG System (France):

I have big problems with your masks. My 1st order left your home on January 12th and I still haven't received anything !!!

I just lost 2 clients due to B.O. and I'm afraid it will continue. Is this the effect of "Brexist"?

The Eye Masks come from the USA, wouldn't it be possible that the Americans, on your order, send the masks directly to France?

#### 04 Feb 2021 Steve Nixon

Understood and as discussed things should improve soon. We should try UPS Express Saver for shipments to him. Most of the problems appear to be with road transport entering the EU via France.

#### 04 Feb 2021 Ryan Swaine

I am not sure if DHL are working better than UPS, please see some feedback from a Vandagraph customer:

This package left your warehouse on the 19th.

2 days later it was in Brussels.

Since then it is sitting in Brussels. (for 14 days now)

The tracking only says it is held for further instructions and agreement

I've called UPS twice, they can only say to wait because it is waiting for customs clearance.

But 2 weeks

Can you please try to contact them from your side ?










Parcels coming from the UK with UPS is a big problem nowadays, the same thing happens with shipments from AP Diving.

When I order at KUBI in the UK, the parcel is here in 2 days ! they use DHL.

|  |  |                        |                |          |                 |  |  |
|--|--|------------------------|----------------|----------|-----------------|--|--|
|  |  | <a href="#">144109</a> | Steve Hardaker | 03/05/19 | Catrin Hird     | Posey wrap price increase feedback                 |  |
|  |  | <a href="#">142593</a> | Steve Hardaker | 15/04/19 | Steve Nixon     | Feedback re VM-2500 screen and buttons in daylight |  |
|  |  | <a href="#">134510</a> | Ryan Swaine    | 18/12/18 | Steve Nixon     | VM-2160 SMARTsat - Sensor Pricing                  |  |
|  |  | <a href="#">114175</a> | Ryan Swaine    | 09/02/18 | Steve Nixon     | All-11-60 - MAX-48                                 |  |
|  |  | <a href="#">112497</a> | Steve Hardaker | 17/01/18 | Derek Lamb      | Breakages of goods received by customer - 0330120  |  |
|  |  | <a href="#">103815</a> | Steve Hardaker | 26/09/17 | Steve Nixon     | Gemco - semi-lost automotive customer              |  |
|  |  | <a href="#">103140</a> | Steve Hardaker | 18/09/17 | Steve Nixon     | Prosol automotive feedback                         |  |
|  |  | <a href="#">102331</a> | Steve Hardaker | 06/09/17 | Jonathan Connor | Stock levels for R-22MEDV                          |  |
|  |  | <a href="#">100065</a> | Steve Hardaker | 04/08/17 | Steve Nixon     | Oxygen sensor heat-sealing failures                |  |
|  |  | <a href="#">99907</a>  | Ryan Swaine    | 02/08/17 | Steve Nixon     | Intermed - New Zealand                             |  |
|  |  | <a href="#">86338</a>  | Ryan           | 03/01/17 | Ryan            | Flowsensor H Tender - Poland                       |  |

|          |  |                       |                |          |                  |   |  |
|----------|--|-----------------------|----------------|----------|------------------|---|--|
| Complete |  |                       | Swaine         |          | Swaine           |   |  |
| Complete |  | <a href="#">85281</a> | Steve Hardaker | 13/12/16 | Derek Lamb       | Automotive sensor shortages   |  |
| Complete |  | <a href="#">84735</a> | Ryan Swaine    | 02/12/16 | Steve Nixon      | Mediq Esti - Finger Oximeters - Estonia                                     |  |
| Complete |  | <a href="#">82670</a> | Steve Nixon    | 01/11/16 | Steve Hardaker   | Ref. issue 82564  |  |
| Complete |  | <a href="#">74913</a> | Emily Hanson   | 13/07/16 | Emily Hanson     | Negative Feedback- Microstim DB3.   |  |
| Complete |  | <a href="#">70958</a> | Steve Hardaker | 05/05/16 | Derek Lamb       | R-22MEDV matcded pairs  |  |
| Complete |  | <a href="#">70951</a> | Steve Hardaker | 05/05/16 | Derek Lamb       | Yorkshire Ambulance repair bags   |  |
| Complete |  | <a href="#">70498</a> | Steve Hardaker | 26/04/16 | Steve Nixon      | Microstim compensation package  |  |
| Complete |  | <a href="#">69436</a> | Steve Hardaker | 04/04/16 | Steve Nixon      | Unhappy Microstim customers   |  |
| Complete |  | <a href="#">69225</a> | Ryan Swaine    | 31/03/16 | Steve Nixon      | Microstim - Delays in Production  |  |
| Complete |  | <a href="#">69213</a> | Sarah Walton   | 31/03/16 | Steve Nixon      | Customer Feedback   |  |
| Complete |  | <a href="#">67072</a> | Steve Hardaker | 03/02/16 | Steve Nixon      | Notifying Microstim customers of delays                                     |  |
| Complete |  | <a href="#">66384</a> | Katie Evans    | 11/01/16 | Steve Nixon      | Tanda Engineering   |  |
| Complete |  | <a href="#">65897</a> | Ryan Swaine    | 22/12/15 | Steve Nixon      | Versastream Repironics - Pricing  |  |
| Complete |  | <a href="#">63103</a> | Lisa Leggoe    | 22/09/15 | Steve Nixon      | KTS GmbH - account 00006289   |  |
| Complete |  | <a href="#">62386</a> | Ryan Swaine    | 03/09/15 | Derek Lamb       | Feedback in response to a mailing relating to a decline in O2 Sensors sales |  |
| Complete |  | <a href="#">61715</a> | Katie Evans    | 11/08/15 | Katie Evans      | Delivery Times  |  |
| Complete |  | <a href="#">61673</a> | Katie Evans    | 07/08/15 | Ryan Swaine      | Packaging Size  |  |
| Complete |  | <a href="#">59896</a> | Ryan Swaine    | 22/06/15 | Steve Nixon      | Nellcor Original Disposables - Saudi GCC Pricing                            |  |
| Complete |  | <a href="#">59785</a> | Steve Hardaker | 16/06/15 | Catherine Spence | Damaged packaging   |  |
| Complete |  | <a href="#">58770</a> | Ryan Swaine    | 11/05/15 | Steve Nixon      | Automotive - QST Gotebrog - R-22AV / R-17AH                                 |  |
| Complete |  | <a href="#">57988</a> | Keith Taylor   | 09/04/15 | Steve Nixon      | VM2500 failure  |  |
|          |  | <a href="#">56939</a> | Keith          | 24/02/15 | Catrin           | FYI - NeoMask   |  |

|          |   |                       |                |          |                |  |  |
|----------|---|-----------------------|----------------|----------|----------------|--|--|
| Complete | ▼ |                       | Taylor         |          | Hird           |  |  |
| Complete | ▼ | <a href="#">55982</a> | Ryan Swaine    | 21/01/15 | Ryan Swaine    | VM-2101, VM-2103, VM-2105: 0012101, 0012103, 0012105   |  |
| Complete | ▼ | <a href="#">55790</a> | Sophie Lines   | 12/01/15 | Ryan Swaine    | Finger Pulse Oximeters Feedback - MD300 - P/N: 2810011 |  |
| Complete | ▼ | <a href="#">54900</a> | Ryan Swaine    | 09/12/14 | Ryan Swaine    | VM-2160 0012160  |  |
| Complete | ▼ | <a href="#">53070</a> | Keith Taylor   | 02/10/14 | Steve Hardaker | Paramagnetic Oxygen Monitors                           |  |
| Complete | ▼ | <a href="#">52492</a> | Keith Taylor   | 18/09/14 | Steve Hardaker | Oxygen head boxes/tents                                |  |
| Complete | ▼ | <a href="#">42057</a> | Keith Taylor   | 21/03/13 | Steve Nixon    | Cot lids   |  |
| Complete | ▼ | <a href="#">40559</a> | Keith Taylor   | 12/12/12 | Steve Hardaker | Lost business  |  |
| Complete | ▼ | <a href="#">31085</a> | Steve Hardaker | 04/10/11 | Steve Nixon    | Rotherhams comments re order lead times                |  |
| Complete | ▼ | <a href="#">29674</a> | Keith Taylor   | 13/07/11 | Steve Hardaker | Huntleigh Technology                                   |  |
| Complete | ▼ | <a href="#">28722</a> | Steve Hardaker | 24/05/11 | Steve Nixon    | Losing customers over flowsensor supply problems       |  |
| Complete | ▼ | <a href="#">28458</a> | Keith Taylor   | 10/05/11 | Steve Hardaker | Flowsensor H - Product Complaint                       |  |
| Complete | ▼ | <a href="#">27403</a> | Lisa Leggoe    | 22/02/11 | Steve Hardaker | Royal United Hospital - SOR451                         |  |
| Complete | ▼ | <a href="#">27111</a> | Catrin Hird    | 01/02/11 | Catrin Hird    | Vet images   |  |
| Complete | ▼ | <a href="#">26366</a> | Steve Hardaker | 14/12/10 | Steve Nixon    | Selling price increases                                |  |
| Complete | ▼ | <a href="#">22164</a> | Steve Hardaker | 22/12/09 | General        | Parts that are out of stock                            |  |
| Complete | ▼ | <a href="#">21693</a> | Sarah Wilford  | 16/11/09 | Steve Nixon    | Pulse Oximetry in Canada                               |  |
| Complete | ▼ | <a href="#">20884</a> | Steve Hardaker | 17/09/09 | Steve Nixon    | Complaint re delayed orders                            |  |
| Complete | ▼ | <a href="#">19959</a> | Steve Hardaker | 21/07/09 | Derek Lamb     | Tom Thumb production delays                            |  |
| Complete | ▼ | <a href="#">19710</a> | Keith Taylor   | 25/06/09 | Sarah Wilford  | Neopeep circuit  |  |
| Complete | ▼ | <a href="#">18902</a> | Keith Taylor   | 17/04/09 | Steve Nixon    | Product complaint                                      |  |
| ✖ Live   | ▼ | <a href="#">15701</a> | Lisa Leggoe    | 28/08/08 |                | Antrim Hospital - Tommy George                         |  |
| ✖ Live   | ▼ | <a href="#">15544</a> | Keith Taylor   | 31/07/08 |                | SpO2 sensor/cables and Oxygen Sensors.                 |  |

|   |   |                       |                |          |                 |                  |   |
|---|---|-----------------------|----------------|----------|-----------------|------------------|---|
| <br>Complete  |   | <a href="#">14953</a> | Steve Nixon    | 16/06/08 |                 | Ref. issue 14937 |   |
| <br>Complete |  | <a href="#">14933</a> | Steve Hardaker | 13/06/08 | Philip Crossley | V1000            |  |
| <br>Complete |  | <a href="#">7017</a>  | Ryan Swaine    | 27/10/06 | John Lamb       |                  |  |