

Derek Lamb (1) Failed Login Attempts 172 Issues **19 Unread** 24 ISO
 Tasks | [H/W](#): CH KG [Future](#) [Active Users](#) [Issues](#) Search

***** NON Conformance Header - it must contain reasoning to explain why this is or is not a vigilance ISSUE *****

- ☐ Minor Internal Error i.e. not ISO Non Conformance or Complaint / No preventative or corrective actions required / No Internal Review Requested / Product Failure but no requirement to Escalate Non conformance / or dealt with in s
- ☐ Reviewed Non Conformity / Complaint and determine if its a vigilance Issue requiring a corrective action plan
- ☐ Determined Cause of Non Conformity / Complaint
- ☐ Evaluated action to Ensure does not recur
- ☐ Planning and documenting action needed and implementation QC 28b
- ☐ Verify Action does not adversely affect Safety Performance or regulatory requirements
- ☐ Effectiveness of corrective action reviewed

[Enable Text Box](#)

#227149	Mark as read, no further action at this time	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Manufacturing Error - MLF-19 Sensors With Incorrect Connector :Issue Visable to: Steve Hardaker AND Catherine Spence

☒ VIAMED Feedback Product Feedback Negative

[227149](#) - Created: 28 Jun 2021 11:37:20 AM By Steve Hardaker

Set to User: **Catherine Spence**

Stock Reference: 0110705

Related Issues:		
Unread Outstanding Ready for completion Completed	227150 Catherine Spence	227151 Derek Lamb

File Description	Uploaded on	Uploaded By	Document Index
MLF-19 with wrong connector 20210628	28/06/21 12:42 pm	Steve Hardaker	In the Document Index (63523)

.Added by Steve Hardaker sent to Steve Nixon

Forth Valley Royal Hospital have opened 2x 0110705 MLF-19 sensors and found that they have the wrong connector and looks like the wrong sensor body: it has a 3-pin Molex (see attached).

It would make more sense that this is actually a different sensor with the wrong label applied.

In total they have received 5 sensors in 2 orders, they have not yet received the 2nd batch and the problem is currently with the first 3 sensors detailed below:

- 3 units shipped 15/6/21 - s/n 100059, 100060 & 100061 (from PVM1861, batch of 10).
- 2 units shipped 24/6/21 - s/n 100063 & 100064 (from PVM1973, batch of 10).

Customer is returning on SRS67877. We have 7 in stock, which will need checking and the manufacturer will need to be notified.

For this SRS, the customer is happy if we have to send the replacements in sealed bags instead of cans.

29 Jun 2021 Steve Nixon

ITG have been contacted.

30 Jun 2021 Steve Nixon

Reply from ITG:

Dear Steve,

We apologize for the inconvenience. We made a mistake there. Please send all 10 sensors back to us at our expense.

We have already placed a new order in production and the right sensors will be sent to you by express free of charge.

Our UPS account is: 32759V

I apologize

Best regards

Doreen Kommo

02 Jul 2021 Steve Nixon

Urgent Flag Changed To Off As discussed please contact the customers concerned.

09 Jul 2021 Steve Hardaker

Next Action Changed From Steve Nixon To Catherine Spence The second batch received by Forth Valley Royal Hospital is OK, so it looks like just a batch of 10 s/nos 100052 - 100061 from PVM1861 is affected.
 - 3 went to Forth Valley Royal Hospital - s/n s/nos 100059, 100060 & 100061. Replaced on SRS67877.
 - 7 went to Sheffield Children's Hospital - they can only locate 4, s/nos 100053, 55, 57, 58, replaced on SRS67886.

They will return the remaining 3 on a new SRS if they locate them.

Cathy - ITG are shipping 10 x 0110705 FOC as per SN comments on 30/6, are these the 10 that booked in yesterday showing in stock as 'under query'?

09 Jul 2021 Catherine Spence

SRS67886 has had replacement stock allocated from our stock. Received 10 x 0110705 booked in as under query due to not having a purchase order/rma number, will sort this out with derek when he returns off holiday .

[** Create a Related Issue](#)

[Raise a Non Conformity Relating to this Issue](#)

Combined Issues Notes (Comment order might be out of **context** - Read Original Issue to be sure)

Issue	Date	User	Action / Notes
227149	28/06/21 11:37:20 AM	Steve Hardaker	Added by Steve Hardaker sent to Steve Nixon Forth Valley Royal Hospital have opened 2x 0110705 MLF-19 sensors and found that they have the wrong connector and looks like the wrong sensor body: it has a 3-pin Molex (see attached). It would make more sense that this is actually a different sensor with the wrong label applied. In total they have received 5 sensors in 2 orders, they have not yet received the 2nd batch and the problem is currently with the first 3 sensors detailed below: - 3 units shipped 15/6/21 - s/n 100059, 100060 & 100061 (from PVM1861, batch of 10). - 2 units shipped 24/6/21 - s/n 100063 & 100064 (from PVM1973, batch of 10). Customer is returning on SRS67877. We have 7 in stock, which will need checking and the manufacturer will need to be notified. For this SRS, the customer is happy if we have to send the replacements in sealed bags instead of cans. New Issue
227149	28/06/21 12:39:27 PM	Steve Hardaker	Re-Read
227149	28/06/21	Steve Hardaker	Re-Read

	12:42:04 PM		
227149	28/06/21	Steve Hardaker	Added File: MLF-19 with wrong connector 20210628
	12:42:26 PM		
227150	28/06/21	Catherine Spence	Re-Read
	12:48:44 PM		
227150	28/06/21	Catherine Spence	Re-Read
	12:48:44 PM		
227149	28/06/21	Steve Hardaker	Re-Read
	12:49:55 PM		
227150	28/06/21	Catherine Spence	Re-Read
	01:47:11 PM		
227150	28/06/21	Catherine Spence	Re-Read
	01:47:11 PM		
227151	28/06/21	Derek Lamb	Re-Read
	02:55:12 PM		
227151	28/06/21	Derek Lamb	Re-Read
	02:55:12 PM		
227150	28/06/21	Catherine Spence	Re-Read
	03:18:05 PM		
227150	28/06/21	Catherine Spence	Re-Read
	03:18:05 PM		
227149	28/06/21	Steve Hardaker	Re-Read
	03:46:43 PM		
227150	29/06/21	Catherine Spence	Re-Read
	07:42:28 AM		
227150	29/06/21	Catherine Spence	Re-Read
	07:42:28 AM		
227149	29/06/21	Steve Nixon	Re-Read
	12:41:53 PM		
227149	29/06/21	Steve Nixon	Re-Read
	12:41:53 PM		
227149	29/06/21	Steve Nixon	Re-Read
	02:24:15 PM		
227149	29/06/21	Steve Nixon	Re-Read
	02:24:15 PM		
227149	29/06/21	Steve Nixon	Re-Read
	02:32:02 PM		
227149	29/06/21	Steve Nixon	ITG have been contacted.
	02:32:02 PM		
227150	29/06/21	Catherine Spence	Re-Read
	06:15:14 PM		
227150	29/06/21	Catherine Spence	Re-Read
	06:15:14 PM		
227150	30/06/21	Catherine Spence	Re-Read
	09:54:54 AM		
227150	30/06/21	Catherine Spence	Re-Read
	09:54:54 AM		
227150	30/06/21	Catherine Spence	New Related Issue #227396
	09:55:45 AM		
227150	30/06/21	Catherine Spence	Re-Read
	10:36:18 AM		
227150	30/06/21	Catherine Spence	Re-Read
	10:36:18 AM		
227149	30/06/21	Steve Nixon	Re-Read
	03:07:56 PM		
227149	30/06/21	Steve Nixon	Re-Read

	03:08:02 PM		
227149	30/06/21	Steve Nixon	Re-Read
	03:08:02 PM		
227149	30/06/21	Steve Nixon	Re-Read
	03:08:23 PM		
227149	30/06/21	Steve Nixon	Reply from ITG: Dear Steve, We apologize for the inconvenience. We made a mistake there. Please send all 10 sensors back to us at our expense. We have already placed a new order in production and the right sensors will be sent to you by express free of charge. Our UPS account is: 32759V I apologize Best regards Doreen Kommo
	03:08:23 PM		
227149	30/06/21	Steve Nixon	Re-Read
	03:10:14 PM		
227149	30/06/21	Steve Nixon	Re-Read
	03:10:14 PM		
227150	30/06/21	Catherine Spence	Re-Read
	05:47:01 PM		
227150	30/06/21	Catherine Spence	Re-Read
	05:47:01 PM		
227150	30/06/21	Catherine Spence	Re-Read
	05:47:09 PM		
227150	30/06/21	Catherine Spence	Viewed Status
	05:47:09 PM		
227149	02/07/21	Steve Hardaker	Re-Read
	09:22:02 AM		
227149	02/07/21	Steve Nixon	Re-Read
	05:20:53 PM		
227149	02/07/21	Steve Nixon	Re-Read
	05:21:08 PM		
227149	02/07/21	Steve Nixon	Re-Read
	05:21:08 PM		
227149	02/07/21	Steve Nixon	Re-Read
	05:21:46 PM		
227149	02/07/21	Steve Nixon	As discussed please contact the customers concerned. Completed
	05:21:55 PM		
227149	02/07/21	Steve Nixon	As discussed please contact the customers concerned. Urgent Flag Changed To Off
	05:21:55 PM		
227149	02/07/21	Steve Hardaker	Re-Read
	05:22:10 PM		
227149	02/07/21	Steve Nixon	Re-Read
	05:22:24 PM		
227149	02/07/21	Steve Nixon	Re-Read
	05:22:24 PM		
227149	02/07/21	Steve Hardaker	Re-Read
	05:22:43 PM		
227149	06/07/21	Steve Hardaker	Re-Read
	06:05:57 PM		
227149	09/07/21	Steve Hardaker	Re-Read
	09:42:02 AM		
227149	09/07/21	Steve Hardaker	The second batch received by Forth Valley Royal Hospital is OK, so it looks like just a batch of 10 s/nos 100052 - 100061 from PVM1861 is affected. - 3 went to Forth Valley Royal Hospital - s/n s/nos 100059, 100060 & 100061. Replaced on SRS67877. - 7 went to Sheffield Children's Hospital - they can only locate 4, s/nos 100053, 55, 57, 58, replaced on SRS67886. They will return the remaining 3 on a new SRS if they locate them. Cathy - ITG are shipping 10 x 0110705 FOC
	02:05:41 PM		

as per SN comments on 30/6, are these the 10 that booked in yesterday showing in stock as `under query`?

Next Action Changed From Steve Nixon To Catherine Spence

227149	09/07/21 05:30:29 PM	Catherine Spence	Re-Read
227149	09/07/21 05:30:29 PM	Catherine Spence	Re-Read
227149	09/07/21 05:36:09 PM	Catherine Spence	Re-Read
227149	09/07/21 05:36:09 PM	Catherine Spence	Re-Read
227149	09/07/21 05:40:24 PM	Catherine Spence	Re-Read
227149	09/07/21 05:40:24 PM	Catherine Spence	SRS67886 has had replacement stock allocated from our stock. Received 10 x 0110705 booked in as under query due to not having a purchase order/rma number, will sort this out with derek when he returns off holiday
227149	13/07/21 01:43:21 PM	Steve Hardaker	Re-Read
227149	14/07/21 11:10:11 AM	Steve Hardaker	Re-Read
227149	03/08/21 03:14:41 PM	Derek Lamb	Re-Read