



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

RE: Non-conformance problem with the batch of T1 oxygen sensors

1 message

Read, Margie E <Margie.Read@teledyne.com>

22 October 2021 at 23:32

To: "steve.nixon@viamed.co.uk" <steve.nixon@viamed.co.uk>

Cc: "Acosta, Luz" <Luz.Acosta@teledyne.com>, "Ni, Wen Z" <Wen.Ni@teledyne.com>, "Thomas, Judy"

<Judy.Thomas@teledyne.com>, "Lugue, Nino" <Nino.Lugue@teledyne.com>, "Nguyen, Thu"

<Thu.Nguyen@teledyne.com>, "Milversted, Rob" <Rob.Milversted@teledyne.com>

Hello Steve,

Sorry I had missed seeing your 1st email sent to me on 10/07/21, but I did see your 2nd email after I was able to get back to my Service Repair Desk and computer after my involvement with Inventory counts. We had conducted our annual Physical Inventory all last week: 10/11 thru 10/15/2021, so is the reason why you may not have been able to get a quick response from most of us.

This week I was able to get a hold of everyone that needed to be involved in the discussion, regarding your latest report of the condition you had found with the most recent shipment of 100 sensors for our p/n A37016-T1. All that are copied on this email, saw the photos that you had sent earlier and what could be done to resolve this issue for Viamed quickly.

I was advised that since we rarely make these T1 sensors, we had manufactured this last shipment of 9/24/21 to Viamed, back in July 2021. During this same time, we had discovered an issue with what we thought was a new batch of dress rings we had recently received from our Vendor. It was noticed there was an issue with the molded dress rings not meeting within the tolerance. We contacted our Vendor about this issue and they fixed it by making a slight adjustment to get a tighter fit, since the net batch we had was slightly loose.

With your recent email and photos, it was evident that your recent shipment of these T1 sensors had the "slightly loose" dress rings that had seemed to fit after we applied them to the sensor bodies back in July 2021. There is no adhesive or tape used to apply these dress rings, but only need to apply with a little bit of pressure by hand, arbor press, or with a cylindrical pestle (if an arbor press is not available).

Since you have given the suggestion that Viamed would be willing to re-work these sensors, we all agreed that this is the best solution for Viamed and are giving our permission to do so. It will help "speed up" the availability for these T1 sensors to be sold to your customers once the dress rings are re-applied at your facility. Our QC Inspection has verified these new batch of dress rings are conforming to our tolerance specs.

I will send the new batch of 110 pcs of the Dress Rings, p/n A78184 to your attention on Monday via UPS Worldwide Saver and advise the Tracking#, so you can watch for their delivery.

We sincerely apologize for the inconvenience! Let me know if you have any other issues with our sensors!

Thank You!

Best Regards,

Margie Read

Customer Support & Service Manager - Returns & Repairs

Teledyne Analytical Instruments

626-934-1570 (direct line)

626-934-1651 (fax)

Margie.Read@Teledyne.com

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Nixon

Sent: Monday, October 11, 2021 7:43 AM

To: Read, Margie E <Margie.Read@Teledyne.com>

Cc: Acosta, Luz <Luz.Acosta@Teledyne.com>; Ni, Wen Z <Wen.Ni@Teledyne.com>

Subject: Re: Non-conformance problem with the batch of T1 oxygen sensors

External Email

Do you have any update regarding this issue?.

Steve

On Thu, 7 Oct 2021 at 12:43, Steve Nixon <steve.nixon@viamed.co.uk> wrote:

Sorry, but we have a problem with the batch (qty 100) of the T1 sensors that we have just received.

The top sealing ring looks as though it hasn't been affixed correctly, resulting in the sealing ring or both the sealing ring and membrane being loose. Please see the attached images.

Can you please let us know how to proceed? We can either:

- a) Return them to Teledyne for reworking.
- b) Teledyne to send replacements.
- c) Viamed can rework them, but we need permission from you to do this and for you to provide instructions. Which type of adhesive does Teledyne use in production to affix the sealing ring?

Regards

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Steve

Steve Nixon

Director - Viamed Ltd.

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Steve

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