

COMPLAINT ACKNOWLEDGEMENT

Customer: Steve Hardaker

Complaint Number: COM-4402

Customer Contact: steve.hardaker@viamed.co.uk

Complaint Statement:

Maxtec O2ME analyzer. We routinely repair devices which have been knocked out of the basic pole clamp.

To Whom It May Concern:

This letter is to acknowledge receipt of the complaint involving the Maxtec, LLC supplied product. We thank you for providing feedback that is critical to our commitment to continual improvement and customer satisfaction; we apologize for any inconvenience this issue may have caused.

The complaint has been filed in our formal complaint management system; if required, an investigation will be conducted to determine the root cause and identify corrective actions. A documented response outlining the results of our investigation will be provided upon completion of the investigation.

If you have any questions concerning the status of the complaint or have additional information to provide, please feel free to contact our Quality Team directly at Quality@Maxtec.com. Please be sure to reference the complaint number provided.

Kind Regards,

**Oswaldo
Castro**

Digitally signed by
Oswaldo Castro
Date: 2022.08.09
07:05:59 -06'00'