

**Re: FW: FW: Complaint list 23OB0251 Returns number: SRS68446**

1 message

Steve Nixon <steve.nixon@vandagraphst.com>
Reply-To: steve.nixon@vandagraphst.com
To: Gabriela Špringlová <gabriela.springlova@divesoft.com>

1 June 2023 at 15:19

Thank you Gabriela

We will process the credit and include the reimbursement of shipping GBP £13.05

360.56 Czech Koruny =

13.050204 British Pounds

1 CZK = 0.0361943 GBP

1 GBP = 27.6287 CZK

I agree, I think Katarina did send the goods first. It is not a problem, perhaps she forgot what we previously discussed.

Thank you for your assistance with this matter and in future please contact us first regarding returns and state whether standard [warranty return](#) or a [customer complaint](#).

Regards

Steve

On Thu, 1 Jun 2023 at 13:41, Gabriela Špringlová <gabriela.springlova@divesoft.com> wrote:

Thank you Steve.

I send you the invoice from FedEx with shipping fee, please add this amount to the credit.

I think that Katarina wrote the e-mail before sending but I'm not sure :-)

However we will do that in the future, no problem.

Please, send the credit note asap, we would like to close this in our book-keeping.

Thank you and have a nice day,

Gabriela Špringlová

+420 416 857 040

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ID: 26722101 | VAT: CZ26722101

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BOV & DSV**

From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Nixon
Sent: Thursday, June 1, 2023 2:28 PM
To: Gabriela Špringlová <gabriela.springlova@divesoft.com>
Subject: Re: FW: FW: Complaint list 23OB0251 Returns number: SRS68446

Hi Gabriela

We will process a credit note for the sensors. As mentioned previously it is most unusual to reimburse the shipping costs for B2B returns. If you need shipping costs reimbursing, then I need to know the value? In this case you shipped the goods before we could arrange for them to be shipped on our UPS account.

We need to establish an agreed system for returns.

For future returns, please contact us with details and state whether standard [warranty returns](#) or a [customer complaint](#). We will then issue the appropriate returns numbers and provide details for shipping back to us using our UPS account.

Please note that under our ISO systems, standard [warranty returns](#) are processed differently to [customer complaints](#).

Regards

Steve

On Thu, 1 Jun 2023 at 12:55, Gabriela Špringlová <gabriela.springlova@divesoft.com> wrote:

Hello Steve,

thank you for your e-mail but completely I don't understand.

We sent 4 pcs of sensors back to you more than month ago and no answer from you.

When you send us new pieces or credit note for these 4 faulty sensors and also for the shipping fee?

Thank you in advance,

Gabriela Špringlová

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Nixon
Sent: Thursday, June 1, 2023 1:44 PM
To: DIVESOFT Office <office.cz@divesoft.com>
Cc: Gabriela Špringlová <gabriela.springlova@divesoft.com>
Subject: Fwd: FW: FW: Complaint list 23OB0251

Thank you Milada for the information.

We are treating **complaint list number: 23OB0251** as a complaint. Regarding sensors we generally have two types of returns:

Complaint - This is where there is a significant concern regarding production quality or an incident. Also, if there is a recurring problem above what is seen as acceptable limits.

Warranty returns - These are where sensors are returned within the warranty period when sensors do not meet the published specifications. This can be due to manufacturing issues, but sensor problems can of course be caused or influenced during use or by environmental conditions. Due to the nature of galvanic sensors it has always been accepted that there can be issues with sensors during normal usage. It should also be noted that sensors could be consumed/exhausted by normal use during the warranty period- this is not a fault.

Having a quick review of you sensor type, since July 2014 you have had 12077 sensors and the reported failure rate is just 0.2%

Unstable connector - 5 sensors

Unstable output signal - 6 sensors

No output - 8 sensors

Low output - 3 sensors

High output - 3 sensors

No fault found - 5 sensors

Out of warranty - 4 sensors

When returning sensors please obtain from us an

SRS returns number for general returns under warranty. Provide details of the serial numbers and the reported problems.

or

CCR returns number for product/service complaints. Provide details of the complaint and any related serial numbers.

Regards

Steve

Dear Steve,

For connectors:

<https://cz.farnell.com/en-CZ/molex/22-01-3037/connector-rcpt-3pos-1row-2-54mm/dp/1462838>

and for pins:

<https://cz.farnell.com/en-CZ/molex/08-56-0110/contact-socket-22awg-crimp/dp/1462605>

<https://cz.farnell.com/en-CZ/molex/08-65-0814/contact-socket-22awg-crimp/dp/2888902>

I hope it is helpfull for you.

Please, send CN as well.

Kind regards

Milada Menclová

+420 416 857 046

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From: Tomáš Trnka <tomas.trnka@divesoft.com>

Sent: Tuesday, May 23, 2023 7:34 AM

To: DIVESOFT Office <office.cz@divesoft.com>

Subject: RE: FW: Complaint list 23OB0251

Ahoj,

Jako konektor používáme:

<https://cz.farnell.com/en-CZ/molex/22-01-3037/connector-rcpt-3pos-1row-2-54mm/dp/1462838>

Pro piny používáme tyto dvě varianty:

<https://cz.farnell.com/en-CZ/molex/08-56-0110/contact-socket-22awg-crimp/dp/1462605>

<https://cz.farnell.com/en-CZ/molex/08-65-0814/contact-socket-22awg-crimp/dp/2888902>

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S pozdravem

Tomáš Trnka

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From: DIVESOFT Office <office.cz@divesoft.com>
Sent: Tuesday, May 23, 2023 7:24 AM
To: Tomáš Trnka <tomas.trnka@divesoft.com>
Subject: FW: FW: Complaint list 23OB0251

Tome, reaguj mi z Vandagrafu – k zakázce 22OB0714, mají dotaz:

Molex housing part number?

Molex connector pins part number?

Je to dotaz na Tebe?"

díky

Milada Menclová

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Sent: Monday, May 22, 2023 5:46 PM
To: DIVESOFT Office <office.cz@divesoft.com>
Cc: Gabriela Špringlová <gabriela.springlova@divesoft.com>
Subject: Re: FW: Complaint list 23OB0251

Oxygen Sensor type 22D : D109803, D110940, D111154, D111156

Dear Milada

We are still investigating these returns. Once confirmed we will issue a credit note as appropriate.

Can you please confirm the manufacturer and part number of the Molex connector that you are using as part of your sensor wiring.

Molex housing part number?

Molex connector pins part number?

Kind regards

Steve

On Thu, 18 May 2023 at 09:05, DIVESOFT Office <office.cz@divesoft.com> wrote:

Good morning Steve,

Please, let us know when will you deliver the goods – regarding this complaint?

Please it is urgent. LET US KNOW

Kind regard

Milada Menclová

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From: Katarína Řepová <office.cz@divesoft.com>
Sent: Tuesday, May 9, 2023 12:47 PM
To: steve.nixon@vandagraphst.com
Cc: Gabriela Špringlová <gabriela.springlova@divesoft.com>
Subject: FW: Complaint list 23OB0251

Hello Steve,

Please, how it is with our complaint?

Let me know asap, please.

Kind regards

Milada Menclová

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From: Katarína Řepová <office.cz@divesoft.com>
Sent: Monday, April 17, 2023 1:10 PM
To: steve.nixon@vandagraphst.com
Cc: Gabriela Špringlová <gabriela.springlova@divesoft.com>
Subject: Complaint list 23OB0251

Good day,

I enclose a complaint protocol in the appendix, please confirm it and specify the date for handling the complaint.

Regards

Katarína Řepová

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