

AM Full, SN Full



Customer Feedback Review Screen

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VIAMED Feedback				
Viamed Vandagraph VST Human Med Viamed Properties The Pointless Logo Company				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
316690 03 Jan 2024	Feedback from Heron Bomfim CID5269	☒ Derek Lamb 22 Jan 2024	☐	☐
Derek Lamb Added by Helen Lamb sent to Derek Lamb Hi. Unfortunately, this company , UPS, made my year 2023 end more unhappy and 2024 start poorly, as I have never been treated so poorly. This logistics company is irresponsible and acts with total disregard for the consumer. At no point did they contact me and the customer service center responds with a disregard that is far beyond absurd. I would really like to get my money back and buy a cell in Brazil. Unfortunately, I will not repeat purchases with you if I have to receive the product via UPS. the simple courier service is infinitely superior to this sloppy company. I am trying to find out some more details but i have advised goods out to forward this feedback to UPS and I have asked if we have received a sensor back in or if UPS still have it. I am not sure if we can just send a sensor to them via Royal Mail				
04 Jan 2024 Derek Lamb Linked TaskID Changed From 0 To 1193				
VST Product Feedback Negative VST				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action

256729 07 Apr 2022		☐	☐	☒ Derek Lamb 23 Dec 2022
General 07 Apr 2022 Derek Lamb no negative feedback				
VST Product Feedback Positive VST				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
256727 07 Apr 2022		☒ Derek Lamb 23 Dec 2022	☐	☐
General 07 Apr 2022 Derek Lamb discussed positive feedback				
VST Product Feedback Positive VST				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
253045 03 Mar 2022	8010022 feedback	☒ Derek Lamb 23 Dec 2022	☐	☐
Derek Lamb Added by Steve Nixon sent to Derek Lamb INFORMATION ONLY ISSUE DO NOT ADD NOTES! Review by Mikael R. on 28 May 2015 review stating They have work perfect and They have work perfect and it was fast delivery				
VST Product Feedback Positive VST				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
253044 03 Mar 2022	8010022 feedback	☒ Derek Lamb 23 Dec 2022	☐	☐
Derek Lamb Added by Steve Nixon sent to Derek Lamb Excellent! Review by ben C. on 3 Jul 2015 review stating Excellent! cells are working perfectly and service is top notch as usual.				
03 Mar 2022 Derek Lamb				
VST Product Feedback Positive VST				

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
253043 03 Mar 2022	8010022 feedback	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

APD 16 O2 Sensors Review by Keith B. on 15 May 2016 review stating APD 16 O2 Sensors I ordered two sensors, specifying APD 16 not 14, both arrived within the indicated time frame (2 weeks), one fitted as replacement for an older APD16 cell (still working OK but more than 18 months old so replaced, the other kept as spare / replacement for next oldest cell when due. Normal good APD service and communication, APD16 cells Read more about review stating APD 16 O2 Sensors seem almost as good (maybe as good) as the old Teledynes.

VST Product Feedback Positive
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
253042 03 Mar 2022	8010022 feedback	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Using APD16 Oxygen Sensor (Coaxial) Review by Ignacio V. on 17 May 2016 Review stating Using APD16 Oxygen Sensor (Coaxial)The past diving season, I was using APD 16 sensors without any problem. They were installed the 4/4/2015, and the past April 26th, the APD 16 sensors keep working. I think that AP16 are more consistent than APD14. Good diversings

VST Product Feedback Positive
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
253041 03 Mar 2022	8010022 feedback	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

From APD website 5* Product quality is good Review by Ng K. on 8 Jun 2016review stating Product quality is good Product quality is good

VST Product Feedback Positive
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
253038 03 Mar	8010022 feedback	☒ Derek Lamb 23 Dec 2022	☐	☐

[2022](#)

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

5* Jerome G verified buyer O2 cells Review by Jerome G. on 2 Jun 2017 review stating O2 cells Perfect

VST Product Feedback Positive

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
253037 03 Mar 2022	8010022 feedback	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

From APD website 5* Christopher C verified buyer Work perfectly. Review by Christopher C. on 7 Aug 2018review stating Work perfectly.This is my second set of APD16, didn't have an issue with the first the whole 12 months they were in use. Currently no issues experienced with the second set. 07/08/18

VST Product Feedback Positive

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
253036 03 Mar 2022	8010022 feedback	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

From APD website 5* Mike S I have always used ap16 and to date they have been reliable 19/08/20

VIAMED Customer Feedback Negative

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
251635 18 Feb 2022	Feedback from Lister Hospital re TOF 3D on trial	☒ Derek Lamb 23 Dec 2022	☐	☐

Steve Nixon

Added by Steve Hardaker sent to Steve Nixon

Feedback received from Lister Hospital who have a TOF 3D on trial: I think we need more support from a rep for this trial to explain to how the equipment works. We have one anaesthetist who loves it as he have used it before. Some i think finds it complicated and prefers to use our basic nerve stimulator.

23 Mar 2022 Steve Hardaker

Received back from trial, they decided not to purchase. The Theatre Team Manager for Anaesthetics found that Anaesthetists were reluctant to trial the TOF 3D despite the repeated attempts that he made to get them to do so. This appears to be more about a resistance to change operating practice than about the device itself. This was something mentioned as an obstacle during the AAGBI seminar.

VIAMED Customer Feedback Negative

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
251628 18 Feb 2022	Feedback regarding TOF 3D sales support	☒ Derek Lamb 23 Dec 2022	☐	☐

Steve Nixon

Added by Steve Hardaker sent to Steve Nixon

Feedback received from a Consultant Anaesthetist regarding the offer of a TOF 3D for trial: Steve, I have been in this game of purchasing Medical Equipment as a Consultant Anaesthetist for the past 20+ years. I have never encountered the process you have for trialling medical equipment "I sign an indemnity form and I pay for any breakages that may occur in the course of a trial, with no interaction with a demonstrator. Therefore, I immediately discounted your product and your company for this purchase. I felt that if you were not willing to go out on a limb and organise physical delivery, product guidance and an element of risk in the trial, then this was not for me. Yes it is a shame, but this prompted me to look wider at what was on the market. We have now placed an order for 30 units elsewhere. Regards, Richard Dr Richard Hughes

VIAMED Customer Feedback Negative

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
248401 18 Jan 2022	4420508 - opinion from customer re strain	☒ Derek Lamb 23 Dec 2022	☐	☐

Steve Nixon

Added by Kate Griffiths sent to Steve Nixon

Mike from Thames emailed to say "We think there is an integral problem with this cable in that the Lemo strain relief cuts into the outer sheath of the cable. This enables a split to start so that any flex at all allows this to spread up the cable. They IMO need a strain relief at the Lemo end". SN requested I put this on an issue. Mike aware I have passed this opinion on. 4420508 - IRMA Adapter Cable - Lemo to Minimed

VST Customer or Product Feedback

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
241153 04 Nov 2021	8010007 Alex	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE DO NOT ADD NOTES!

Alex Verified Buyer 6 Nov 2020 I recommend this product Â They do the job perfectly well0 people found this helpful Rating 5* I was getting a bit nervous because my cells were needing to be replaced and the voltage on one was starting to drop so it was worrying that they were out of stock but I got a message saying they were back on stock, ordered the 3 I needed and they have been fine on the couple of dives I have done so far. I've used them over a number of years and I never had any issues so I am happy with them.

VST Customer or Product Feedback
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
241152 04 Nov 2021	8010008 Ivan	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE DO NOT ADD NOTES!

Ivan Verified Buyer 11 Dec 2020 I recommend this product Â Molex Sensor0 people found this helpful Rating 5* After a long wait for stock to get back on the shelves I ordered 5 new sensors on Thursday and had them in my hands on Monday, I live in the US. That is great service from the guys at Narked at 90. The sensors have proven themselves to be very durable and consistent. Could not be happier!

VST Customer or Product Feedback
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
241151 04 Nov 2021	8010007 meheust	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE DO NOT ADD NOTES!

meheust Verified Buyer 5 Jan 2021 Â tres bon site et produit0 people found this helpful Rating 5* site parfait et tres bon produit ...

VST Customer or Product Feedback
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
241150 04 Nov 2021	8010007 Kristoffer	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE DO NOT ADD NOTES!

Verified Buyer 27 Apr 2021 I recommend this product Â Great service, good product0 people found this helpful Rating 5* Fast and great service. I've only tried on of three yet - that works

perfect.

VST Customer or Product Feedback
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
241149 04 Nov 2021	8010008 Peter	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Peter Verified Buyer 29 Apr 2021 I recommend this product Â Good product and Service, now Comes with Customer to Europe0 people found this helpful Rating 5* Best sensor for the KISS Unfortunately in Germany Customs charge was increasing the value substantially. I thought the Brexit agreement has excluded this for goods, Bit apparently not

VST Customer or Product Feedback
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
241148 04 Nov 2021	8010008 Alex	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Alex Verified Buyer 13 Nov 2020 I recommend this product Â Best product, fast delivery.0 people found this helpful Rating 5* Best cells available. Easy check out, fast delivery. Shipment to Russia took only 14 days. Tasty candies inside! Will order more of these candies.)

VST Customer or Product Feedback
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
241147 04 Nov 2021	8010008 Sergej	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

Sergej Verified Buyer 5 Jan 2021 I recommend this product Â Super!!!!0 people found this helpful Rating 5* Super!!!!

05 Nov 2021 Derek Lamb

thanks

VST Customer or Product Feedback
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
241146 04 Nov 2021	8010004 Owen	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

owen Verified Buyer 23 Jul 2021 I recommend this product Â Outstanding service fast delivery0 people found this helpful Rating 5* Great sensor, fits perfectly and working as expected

VST Customer or Product Feedback
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
241145 04 Nov 2021	8010004 Sebastien	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

SEBASTIEN Verified Buyer 11 Jun 2020 Â Just perfect...0 people found this helpful Rating 5* Just perfect... as usual

VST Customer or Product Feedback
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
240181 27 Oct 2021	VST Customer feedback #189363 is in the wrong company heading	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Helen Lamb sent to Derek Lamb

VST Customer feedback #189363 is in the wrong company heading Please can you fix.

29 Oct 2021 Derek Lamb

actual I cannot, as its a read only issue, and CC`ed it will have to live in the wrong header

VST Customer or Product Feedback
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
235233 09 Sep 2021		☒ Derek Lamb 23 Dec 2022	☐	☐

General

09 Sep 2021 Derek Lamb

1 report, Positive Feed back

VIAMED Customer Feedback Negative VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
229916 22 Jul 2021	Oxygen Sensors - Greece	☒ Derek Lamb 23 Dec 2022	☐	☐

Steve Nixon

Added by Ryan Swaine sent to Steve Nixon

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

I do not expect any solution to this, but I thought it was important that it is logged. Feedback from Nick at Nivaco (Greece) regarding Sensors for Atom (R-22VA) and Draeger Incubators (R-22VI): "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. Your EXW price is OK but the customs clearance charges add significantly to the price." REF: QVM131699

VIAMED Customer Feedback Negative VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
228305 06 Jul 2021	Negative Feedback re Associated Costs for Import	☒ Derek Lamb 23 Dec 2022	☐	☐

Steve Nixon

Added by Catrin Hird sent to Steve Nixon

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

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): "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 145â¬ "

VST Feedback VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
223322 21 May 2021 223310	Product Failures New Codes Review (750)	☒ Derek Lamb 23 Dec 2022	☐	☐

Steve Nixon

Added by Derek Lamb sent to Steve Nixon

Got a couple of VST sensor returns, only info i can glean from system is returned to supplier for investigation, SRN33639 8010004 and Unknown faults SRN32356 8010022

14 Oct 2021 Derek Lamb

Header Changed From 1 VIAMED Management VIAMED Management To VST Feedback VST Feedback

22 Oct 2021 Derek Lamb

VIAMED Customer Feedback Negative VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
222965 18 May 2021	MLF-19 compatibility	☒ Derek Lamb 23 Dec 2022	☐	☐

General

Added by Steve Hardaker sent to General

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. 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."

VST Customer Feedback Positive VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
221536 04 May 2021	8010004 feedback 2020-06-11	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

SEBASTIEN Verified Buyer 11 Jun 2020 Just perfect... Rating 5 stars Just perfect... as usual

VST Customer Feedback Positive VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
221535 04 May 2021	8010007 feedback 2020-01-21	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Barry Verified Buyer 21 Jan 2020 I recommend this product Shit Hot Rating 5 stars Best cells available - no issues with them what so ever

VST Customer Feedback Positive VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
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221534 04 May 2021	8010007 feedback 2020-05-10	☒ Derek Lamb 23 Dec 2022	☐	☐
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Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

EDWARD Verified Buyer 10 May 2020 I recommend this product Simply The Best Rating 5 stars
Excellent sensors . I have been using these sensors from day 1 and would never change.

VST Customer Feedback Positive
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
221533 04 May 2021	8010007 feedback 2020-11-13	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Alex Verified Buyer 13 Nov 2020 I recommend this product Best product, fast delivery. Rating 5
stars Best cells available. Easy check out, fast delivery. Shipment to Russia took only 14 days.

VST Customer Feedback Positive
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
221532 04 May 2021	8010008 feedback 2019-12-18	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Alessandro Verified Buyer 18 Dec 2019 I recommend this product Eccellent Rating 5 stars Last
year I used another sensor brand and unfortunately after a short time (6 months) they started to
give problems. I've never had any problems with Narked sensors and that`s why I highly
recommend them. A long-lived and reliable product, assisted by an excellent after-sales service.

VST Customer or Product Feedback
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
221530 04 May 2021	8010008 feedback 2020-11-06	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

They do the job perfectly well Rating 5 stars I was getting a bit nervous because my cells were
needing to be replaced and the voltage on one was starting to drop so it was worrying that they

were out of stock but I got a message saying they were back on stock, ordered the 3 I needed and they have been fine on the couple of dives I have done so far. I've used them over a number of years and I never had any issues so I am happy with them.

VIAMED Product Feedback Positive VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
212773 03 Feb 2021	Review Customers: Drymax - Send Questionnaire (1023)	☒ Derek Lamb 23 Dec 2022	☐	☐

Catrin Hird

System Generated Contact all purchasers of the previous month for DryMax and send questionnaire link. <https://www.surveymonkey.com/> ViamedLtd viamed17 Also send via Postal means

03 Feb 2021 Catrin Hird

0 emailed 1 posted 0 responses

VIAMED Customer Feedback Negative VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
212075 27 Jan 2021	Delivery Times with UPS	☒ Derek Lamb 23 Dec 2022	☐	☐

Steve Nixon

Added by Ryan Swaine sent to Steve Nixon

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? 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 "Brexit"? 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 have 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.

VST Customer Feedback Positive VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
203202 30 Oct 2020	Feedback from Wayne at InnerSpace Corp	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb
Added by Steve Nixon sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
Feedback from Wayne at InnerSpace Corp See attached and briefly: Ref. Sarah "I hope she is doing well she was a wonderful liaison." General comment: "We look forward to a time when we can resume our normal business with Vandagraph as they are the cell of choice for our devices and together weâ€™ve created a great deal of loyalty for your cells within our customer base. There is not a single customer who orders cells who doesnâ€™t ask about when we will be able to return to your cells. We certainly DO intend to continue our relationship with Vandagraph, youâ€™ve been a great partner and we do look forward to a return to normal business for us all."

VST Product Feedback Positive VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
203201 30 Oct 2020	8010004 Sebastien verified Narked at 90 buyer	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb
Added by Steve Nixon sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
Sebastien verified Narked at 90 buyer Just perfect 5 star rating Just perfect... as usual

VST Product Feedback Positive VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
203200 30 Oct 2020	Anes verified Narked at 90 buyer	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb
Added by Steve Nixon sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
Anes verified Narked at 90 buyer Divesoft Liberty 5 star rating First time trying these sensors on a Divesoft Liberty, working flawless non issues. Used Them before with EXT dive computers without issues aswell!

VST Product Feedback Positive VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
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203199 30 Oct 2020	8010008 Alessandro verified Narked at 90 buyer	☒ Derek Lamb 23 Dec 2022	☐	☐
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Derek Lamb
Added by Steve Nixon sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
Alessandro verified Narked at 90 buyer Excellent 5 star rating Last year I used another sensor brand and unfortunately after a short time (6 months) they started to give problems. I've never had any problems with Narked sensors and that's why I highly recommend them. A long-lived and reliable product, assisted by an excellent after-sales service.

VST Product Feedback Positive VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
203198 30 Oct 2020	8010007 Barry verified Narked at 90 buyer	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb
Added by Steve Nixon sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
Barry verified Narked at 90 buyer Shit Hot 5 star rating Best cells available - no issues with them what so ever

VST Customer Feedback Positive VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
203197 30 Oct 2020	8010007 Edward verified Narked at 90 buyer	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb
Added by Steve Nixon sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
Edward verified Narked at 90 buyer Simply The Best 5 star rating Excellent sensors . I have been using these sensors from day 1 and would never change.

VST Customer Feedback Positive VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
203196 30 Oct 2020	8010007 Edward verified Narked at 90 buyer	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb
Added by Steve Nixon sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
Edward verified Narked at 90 buyer Simply The Best 5 star rating Excellent sensors . I have been

using these sensors from day 1 and would never change.

VST Customer Feedback Positive

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
203195 30 Oct 2020	8010007 Edward verified Narked at 90 buyer	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Edward verified Narked at 90 buyer Simply The Best 5 star rating Excellent sensors . I have been using these sensors from day 1 and would never change.

VST Feedback

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
189363 03 Jul 2020	Customer comment re oxygen hood use and COVID-19	☒ Derek Lamb 23 Dec 2022	☐	☐

Steve Nixon

Added by Steve Hardaker sent to Steve Nixon

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Nothing we can do about this one but a comment from a lead children`s nurse re hood usage FYI - "As a heads up for you - you may find you start to get enquiries about the oxygen hoods from Children`s Hospitals etc for this winter as we are restricted on our use of high flow nasal cannula oxygen delivery to babies because of the aerosol generation and risk of Covid19. This method of oxygen delivery meant generally less use of the oxygen hoods but we will be reverting back for this winter at least."

VIAMED Product Feedback Negative

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
159422 27 Nov 2019	Quality issues with resus mattresses	☒ Derek Lamb 23 Dec 2022	☐	☐

Catherine Spence

Added by Steve Hardaker sent to Catherine Spence

Cathy, Queens` Hospital a/c 790 are returning a 0320042 mattress under warranty as it has a split down 1 seam and patches of red staining on the fabric (see attached image). Purchased on IN165896 20/11/19. Please can you have all remaining stock of 0320042 and 0320043 checked for quality issues, they may all need re-bagging if there is ink on the insides of the bag that can transfer to the mattress.

28 Nov 2019 Catherine Spence

p/n 0320042 of the ones we have in stock 9 that are stained pink from the warning ink and some have also gone a little yellow, 1 has spit down the side, and 2 that appear to be ok. What would

you like us to do with the faulty ones P/N 0320043 all seam to ok, as these are not in bags, they never came in them.

28 Nov 2019 Catherine Spence

Next Action Changed From Catherine Spence To Steve Nixon i have left all of them in the tom thumb room, incase you wanted to look at them

10 Jan 2020 Steve Nixon

Next Action Changed From Steve Nixon To Catherine Spence Thanks, will be better to dispose of/write off the faulty ones. Ask Derek to add to the write off stock list. At least the larger ones fit the more current sized bed.

24 Jan 2020 Catherine Spence

all have been moved to a write off location in december, all moved out of opera as well

27 Jan 2020 Steve Hardaker

Thanks, closing off.

VST Product Feedback Positive
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
155575 30 Sep 2019	8010022 & 8010023 returns review	☒ Derek Lamb 23 Dec 2022	☐	☐

Steve Nixon
Added by Steve Nixon sent to Steve Nixon
See attached

30 Sep 2019 Steve Nixon

VST Product Feedback Positive
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
155574 30 Sep 2019	8010007 & 8010008 returns review	☒ Derek Lamb 23 Dec 2022	☐	☐

Steve Nixon
Added by Steve Nixon sent to Steve Nixon
See attached

30 Sep 2019 Steve Nixon

01 Oct 2019 Steve Nixon

morning steve those number are high....well relatively speaking, i guess i cant really ask but are they in line with AP`s returns? or more a narked problem? just curiosity we do but these sensors in a few different rebreather types now and what i don`t have is a breakdown of the rebreather being used with the sensors. one thing to note with the sensors you cant find a problem with is

after they are replace with a new sensor with the customer we don't get any follow up issue reported, so does this mean there is a failure mode we are not detecting or cant replicate in the lab or the customer still have an issue but find the problem with the wiring on the rebreather, i really dont know! Kind Regards, John Routley

VST Product Feedback Positive VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
155573 30 Sep 2019	8010012 returns review	☒ Derek Lamb 23 Dec 2022	☐	☐

Steve Nixon
Added by Steve Nixon sent to Steve Nixon
See attached

30 Sep 2019 Steve Nixon

01 Oct 2019 Steve Nixon

Thanks Steve for your support. I had a guy adamant he had a faulty cell on Saturday, 2 so called experts tested his head, I looked at it confident it wasnt faulty it turned out to be a fault corroded cable. Regards, Dennis Vessey & Co

VST Product Feedback Positive VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
155572 30 Sep 2019	8010014 returns review	☒ Derek Lamb 23 Dec 2022	☐	☐

Steve Nixon
Added by Steve Nixon sent to Steve Nixon
See attached

30 Sep 2019 Steve Nixon

VST Product Feedback Positive VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
155571 30 Sep 2019	8010017 returns review	☒ Derek Lamb 23 Dec 2022	☐	☐

Steve Nixon
Added by Steve Nixon sent to Steve Nixon
See attached

30 Sep 2019 Steve Nixon

VIAMED Customer Feedback Positive VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
154412 16 Sep 2019	Feedback from Oxylink regarding customer service - Cathy	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

From Piotr at Oxylink: BTW Could you please say to Cathy that I do really appreciate her work and effort! Not so often you can see that kind of motivation and dedication these days!

Pozdrawiam serdecznie / Best Regards, Piotr Podkowa Oxylink Mobile: +48 509 701 509

VST Product Feedback Positive VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
154286 13 Sep 2019	8010020 Sales & Returns Statistics up to 2019-09-13	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Divesoft type 22D oxygen sensor The annual sales quantities are encouraging and are increasing year on year. The percentage of sensors faults at just 0.18% is excellent taking into account the usage, application and environments that the sensors are used in. Total number of sensors sold: 4,556 (ranking No.7) Total number of returns: 10 = 0.22 Total number of returns deemed faulty: 8 = 0.18% Total number of returns with no fault found: 2 = 0.04% Total number of sensors returned out of warranty: 0

VST Product Feedback Positive VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
154284 13 Sep 2019	8010006 Sales & Returns Statistics up to 2019-09-13	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Narked at 90 NaNM01 oxygen sensor The annual sales quantities are very consistent year on year. The percentage of sensors faults at just 0.27% is excellent taking into account the usage, application and environments that the sensors are used in. Narked at 90 do tend to return sensors rather than investigate with their customers. They like to foster positive customer feedback. Total number of sensors sold: 8,733 (ranking No.6) Total number of returns: 38 = 0.44 Total number of returns deemed faulty: 24 = 0.27% Total number of returns with no fault found: 9 = 0.10% Total number of sensors returned out of warranty: 5 = 0.06%

VST Product Feedback Positive

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
154282 13 Sep 2019	8010007 Sales & Returns Statistics up to 2019-09-13	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Narked at 90 NaNS01 oxygen sensor The annual sales quantities are very consistent year on year. The percentage of sensors faults at just 0.41% is good taking into account the usage, application and environments that the sensors are used in. Narked at 90 do tend to return sensors rather than investigate with their customers. They like to foster positive customer feedback. Total number of sensors sold: 12,209 (ranking No.6) Total number of returns: 85 = 0.70 Total number of returns deemed faulty: 50 = 0.41% Total number of returns with no fault found: 16 = 0.13% Total number of sensors returned out of warranty: 19 = 0.16%

VST Product Feedback Positive

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
154280 13 Sep 2019	8010012 Sales & Returns Statistics up to 2019-09-13	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

InnerSpace & Megalodon SC-I22D oxygen sensor The annual sales quantities are consistent which is encouraging taking into account the issues that ISC have been subject to. The percentage of sensors faults at just 0.18% is excellent, taking into account the usage, application and environments that the sensors are used in. NOTES: The number of returns is high. This was due to a storage issue and the pressure testing protocol of ISC being non-linear. The sensor design and specification was adjusted to take this into account. In addition, Megalodon do tend to return sensors without thorough assessment. Total number of sensors sold: 14,213 (ranking No.4) Total number of returns: 306 = 2.15% Total number of returns deemed faulty: 29 = 0.18% Total number of returns with no fault found: 99 = 0.70% Total number of sensors returned out of warranty: 178 = 1.25%

VANDAGRAPH Product Feedback Positive

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
152004 20 Aug 2019	0110220 feedback - Prodromos Toumazos	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Best buy replacement O2 sensor for OMS oxygen analyser. 5 star rating Verified buyer

<https://www.narkedat90.com/r-22oms-r-22oms-oxygen-sensor.html>VANDAGRAPH Product Feedback Positive
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
152000 20 Aug 2019	0110224 feedback -	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Not much to be said about this, a good quality cell at a competitive price. Made by Vandagraph and comes with illustrated instructions for fitting to the Analox O2EI analyser. Was this review helpful? 0 0 5 star rating verified buyer <https://www.narkedat90.com/r-33de-r-33de-oxygen-sensor.html>

VANDAGRAPH Product Feedback Positive
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151996 20 Aug 2019	0110226 feedback - Edward Forrest	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

My third set of R-33VAN cells always perform a really reliable cell 5 star rating verified buyer <https://www.narkedat90.com/r-33van-r-33van-oxygen-sensor.html>

VST Product Feedback Positive
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151910 19 Aug 2019	8010014 feedback - KISS web site	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

<https://www.kissrebreathers.com/accessories.html> CE Approved, our K-22D oxygen sensors are currently the best, most reliable oxygen reading cells on the market that are fit for use in rebreathers. Manufactured by Vandagraph Sensor Technologies to the highest specification for exclusive use in our rebreathers, the K-22D features gold plated Molex connections. If you need to question their proven reliability (resistant to becoming current limited) and quick response time, look to several other leading rebreather manufactures (rEvo, Megladon, Hammerhead, as well as supplier Narked @ 90), for they too call the Vandagraph the "official oxygen cell" for their own products. The K-22D works with all models of rebreathers offered by KISS, as well as other rebreathers designed to use R 22D type cells with Molex connections.

VST Product Feedback Positive

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151908 19 Aug 2019	8010008 feedback - Peter Norris	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb
Added by Steve Nixon sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
I have been using these since last fall and could not be happier. 5 star rating verified buyer
<https://www.narkedat90.com/nanm01-molex.html>

VST Product Feedback Positive

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151906 19 Aug 2019	8010008 feedback - Hannah Towner	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb
Added by Steve Nixon sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
As always - perfect quality Probably the best on the market. Very quick reaction time in long lasting sensors ! 5 star rating verified buyer <https://www.narkedat90.com/nanm01-molex.html>

VST Product Feedback Positive

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151904 19 Aug 2019	8010008 feedback - Dirk Berben	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb
Added by Steve Nixon sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
They simply work perfectly, not much else to say. 5 star rating verified buyer
<https://www.narkedat90.com/nanm01-molex.html>

VST Product Feedback Positive

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151902 19 Aug 2019	8010008 feedback - Gordon Greenan	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb
 Added by Steve Nixon sent to Derek Lamb
 INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
 Does what it say`s & excellent delivery timescale. 5 star rating verified buyer
<https://www.narkedat90.com/nanm01-molex.html>

VST Product Feedback Positive
 VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151900 19 Aug 2019	8010008 feedback - Keith Hawkins	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb
 Added by Steve Nixon sent to Derek Lamb
 INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
 best cells I ever had hope they keep up the quality 5 star rating verified buyer
<https://www.narkedat90.com/nanm01-molex.html>

VST Product Feedback Positive
 VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151898 19 Aug 2019	8010008 feedback - Cesar Carballes	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb
 Added by Steve Nixon sent to Derek Lamb
 INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
 Top product Don`t go diving w/o one of these. 5 star rating verified buyer
<https://www.narkedat90.com/nanm01-molex.html>

VST Product Feedback Positive
 VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151896 19 Aug 2019	8010008 feedback - Kristen	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb
 Added by Steve Nixon sent to Derek Lamb
 INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
 As good as they come Works great with my CCR. Tested great. Seems to be as good as they come. Better yet, super fast shipping and no hassles! 5 star rating verified buyer
<https://www.narkedat90.com/nanm01-molex.html>

VST Product Feedback Positive
 VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151893 19 Aug 2019	8010008 feedback - Yen	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Placed a time sensitive order online for next day delivery and received it on time complete with a VAT return form as requested in the notes, so they read them. Good customer service. The cells themselves look like rebranded Vandagraph which are some of the most reliable available now that Teledyne are off the market, so all good there too. 5 star rating verified buyer
<https://www.narkedat90.com/nanm01-molex.html>

VST Product Feedback Positive
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151891 19 Aug 2019	8010008 - Andy	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

have found these cells to best the best cells around moment and will be using them for what looks to be a long time , some times you have to pay to get the quality. have listened to the guy that makes them and by god he knows his stuff !! no more needs to be said :) 5 star rating verified buyer
<https://www.narkedat90.com/nanm01-molex.html>

VST Product Feedback Positive
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151889 19 Aug 2019	8010008 feedback - Tom Cordukes	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Oxygen sensor life was 12 months , perfect 5 star rating verified buyer
<https://www.narkedat90.com/nanm01-molex.html>

VST Product Feedback Positive
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151887 19 Aug 2019	8010008 feedback - Igor Pregelj	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb
 Added by Steve Nixon sent to Derek Lamb
 INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
 best sensors for the job in CCR Diving them for fewe years now. Always spot on, reliable and perfectly stable. And service from N@90 same as sensors - the best! Definitely raccomand! 5 star rating verified buyer <https://www.narkedat90.com/nanm01-molex.html>

VST Product Feedback Positive
 VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151885 19 Aug 2019	8010008 feedback - Matthew Wright	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb
 Added by Steve Nixon sent to Derek Lamb
 INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
 Reliable, best cells there are.. 5 star rating verified buyer <https://www.narkedat90.com/nanm01-molex.html>

VST Product Feedback Positive
 VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151883 19 Aug 2019	8010008 feedback - Riccardo Brama	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb
 Added by Steve Nixon sent to Derek Lamb
 INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
 As usually, simply perfect One of the most reliable, trustworthy, durable and truthful sensors on the market. They are simply perfect. Last one changed, after one year, performed exactly as new. What else to say? 5 star rating verified buyer <https://www.narkedat90.com/nanm01-molex.html>

VST Product Feedback Positive
 VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151881 19 Aug 2019	8010008 feedback - Greg Booth	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb
 Added by Steve Nixon sent to Derek Lamb
 INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
 Onto my 4th set of cells from Narked. Never had a single problem. 5 star rating verified buyer <https://www.narkedat90.com/nanm01-molex.html>

VST Product Feedback Positive

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151879 19 Aug 2019	8010008 feedback - Matteo	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

I've used them in the past 3 years as they have an excellent response time, and maintain their performance for a very long time 5 star rating verified buyer <https://www.narkedat90.com/nanm01-molex.html>

VST Product Feedback Positive

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151877 19 Aug 2019	8010008 feedback - Kevin Hampson	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

My second lot of Narked@90 cells for my Poseidon. The first set have worked faultlessly for a year so. Time to change them. With the quality and speed of delivery it's almost not worth keeping a spare set. 5 star rating verified buyer <https://www.narkedat90.com/nanm01-molex.html>

VST Product Feedback Positive

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151875 19 Aug 2019	8010008 feedback - Deb Wesler	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Superior oxygen cell! Customer service is always excellent and they have super-fast shipping. 5 star rating verified buyer <https://www.narkedat90.com/nanm01-molex.html>

VST Product Feedback Positive

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151873 19 Aug 2019	8010008 feedback - Tony Alba	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE DO NOT ADD NOTES!

These are very good cells excellent thanks John. 5 star rating verified buyer

<https://www.narkedat90.com/nanm01-molex.html>

VST Product Feedback Positive

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151871 19 Aug 2019	8010008 feedback - Tim Carver	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE DO NOT ADD NOTES!

I have been using these cells ever since I could no longer get even the non-D version R22`s. These seem to track better than the R22`s did. I use 6 - 2 completely independent sets of 3 per computer with no sharing staggered 6 months between the 2 computers. They always track very well throughout the year I use them 5 star rating verified buyer

<https://www.narkedat90.com/nanm01-molex.html>

VST Product Feedback Positive

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151869 19 Aug 2019	8010008 feedback - Gabriel	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE DO NOT ADD NOTES!

Very good product 5 star rating verified buyer <https://www.narkedat90.com/nanm01-molex.html>

VST Product Feedback Positive

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151867 19 Aug 2019	8010004 feedback - Peter McKeone	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

INFORMATION ONLY ISSUE DO NOT ADD NOTES!

Spot on cells excellent cells that all read the same ppo2 and track perfectly, unlike the old cells from a different manufacturer 5 star rating verified buyer <https://www.narkedat90.com/jjccrsensor-jj-ccr-oxygen-sensor.html>

VST Product Feedback Positive

VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
151865 19 Aug 2019	8010004 feedback - Ken Thate	☒ Derek Lamb 23 Dec 2022	☐	☐
Derek Lamb Added by Steve Nixon sent to Derek Lamb INFORMATION ONLY ISSUE DO NOT ADD NOTES! JJ-CCR O2 Sensors Installed new, work flawlessly..! 5 star rating verified buyer https://www.narkedat90.com/jjccrsensor-jj-ccr-oxygen-sensor.html				
VST Feedback VST				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
143903 02 May 2019	no feedback	☒ Derek Lamb 23 Dec 2022	☐	☐
General 02 May 2019 Derek Lamb no feedback				
VST Feedback VST				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
103268 19 Sep 2017	No outstanding Feedback	☒ Derek Lamb 23 Dec 2022	☐	☐
General 19 Sep 2017 Derek Lamb No outstanding Feedback				

history