



Customer Feedback Review Screen

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To Filter to Company Issues you need to tag any in the Genetic Issues first

VST Customer Feedback Positive VST				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
344745 23 Oct 2024	Feedback from Air Research	☒ Derek Lamb 24 Oct 2024	☐	☐
Steve Nixon Added by Steve Nixon sent to Steve Nixon 23-10-2024 Air Research via mail-redirect.cmp.livemail.co.uk 09:08 (1 hour ago) to Steve, Kate, Aqib Hi, We received cells. Thanks again for your promptness and efficiency, as always! Best regards, Etienne MENAGER, M.D.				
23 Oct 2024 Steve Nixon				
Audit Post Marketing Surveillance VST				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
327858 30 Apr 2024 329104	Audit 22 Post Market Surveillance VST (180)	☒ Derek Lamb 23 Jul 2024	☐	☐
Derek Lamb System Generated Audit 22 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18				
09 May 2024 Helen Lamb				
Next Action Changed From Helen Lamb To Derek Lamb completed audit attached, issues outstanding 327860, 327234, 311115 all referenced in issue 329104 sent relating to the Viamed Audit Please review				
16 Oct 2024 Derek Lamb all closed now thankyou				
VST Customer Feedback Positive VST				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
321731 26 Feb 2024	Feedback from JFD Australia	☒ Derek Lamb 26 Mar 2024	☐	☐
Steve Nixon Added by Steve Nixon sent to Steve Nixon Barbara MurphyProduction & Service Coordinator B.Murphy@jfdglobal.com Hi Steve Thank you to you and your team for getting these done so quickly. Very much appreciated. Kind regards, Barb				
VST Product Feedback Positive VST				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
319624 02 Feb 2024	8010004 Owen Verified Narked At 90 Buyer	☒ Derek Lamb 22 Feb 2024	☐	☐
Derek Lamb Added by Steve Nixon sent to Derek Lamb INFORMATION ONLY ISSUE DO NOT ADD NOTES! 23 Jul 2021 I recommend this product Great senor, fits perfectly and working as expected				
VST Product Feedback Positive VST				

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
319623 02 Feb 2024	8010008 Sonia Verified Narked At 90 Buyer	☒ Derek Lamb 22 Feb 2024	☐	☐
Derek Lamb Added by Steve Nixon sent to Derek Lamb INFORMATION ONLY ISSUE DO NOT ADD NOTES! Verified Buyer 9 Dec 2022 I recommend this product Great Product & Service These sensors are great, they work and test perfectly well with no erratic readings, and they've always arrived in good time at a good price. These are my go-to's particularly on expedition. Thank you				
VST Product Feedback Positive VST				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
319622 02 Feb 2024	8010008 Alex Verified Narked At 90 Buyer	☒ Derek Lamb 22 Feb 2024	☐	☐
Derek Lamb Added by Steve Nixon sent to Derek Lamb INFORMATION ONLY ISSUE DO NOT ADD NOTES! Verified Buyer 8 Dec 2022 I recommend this product Awesome reliable product,				
VST Product Feedback Positive VST				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
319621 02 Feb 2024	8010008 Peter Verified Narked At 90 Buyer	☒ Derek Lamb 22 Feb 2024	☐	☐
Derek Lamb Added by Steve Nixon sent to Derek Lamb INFORMATION ONLY ISSUE DO NOT ADD NOTES! Verified Buyer 29 Apr 2021 I recommend this product Good product and Service, Best sensor for the KISS				
VST Product Feedback Positive VST				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
319620 02 Feb 2024	8010008 Kristoffer Verified Narked At 90 Buyer	☒ Derek Lamb 22 Feb 2024	☐	☐
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 Great service, good product Fast and great service. I've only tried on of three yet - that works perfect.				
VST Product Feedback Positive VST				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
319618 02 Feb 2024	8010008 Ivan Verified Narked At 90 Buyer	☒ Derek Lamb 22 Feb 2024	☐	☐
Derek Lamb Added by Steve Nixon sent to Derek Lamb INFORMATION ONLY ISSUE DO NOT ADD NOTES! I recommend this product 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! 11/12/2020				
VST Product Feedback Positive VST				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
319617 02 Feb 2024	8010008 Alex Verified Narked At 90 Buyer	☒ Derek Lamb 22 Feb 2024	☐	☐
Derek Lamb Added by Steve Nixon sent to Derek Lamb INFORMATION ONLY ISSUE DO NOT ADD NOTES! I recommend this product They do the job perfectly well 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. 06/11/2020				
VST Product Feedback Positive VST				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
319616 02 Feb 2024	8010008 Marino Verified Narked At 90 Buyer	☒ Derek Lamb 22 Feb 2024	☐	☐
Derek Lamb Added by Steve Nixon sent to Derek Lamb INFORMATION ONLY ISSUE DO NOT ADD NOTES! Even in this Covid-19 pandemy and Europe in difficult situation seller find the way to deliver package within a week, absolutely left me speechless. Rating sensors is				

5*, no any issue Highly recommended !

VST Product Feedback Positive
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
319615 02 Feb 2024	8010022 APD-16 feedback	☒ Derek Lamb 22 Feb 2024	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

APD website review Heinz W. Verified Buyer 5.0 star rating Tested on a 70 min. dive, work great 09/06/2022

06 Feb 2024 Derek Lamb

Done

Audit Post Marketing Surveillance
VST

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
293724 02 May 2023	Audit 22 Post Market Surveillance VST (180)	☒ Derek Lamb 30 Jan 2024	☐	☐

Derek Lamb

System Generated Audit 22 BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18

02 Jun 2023 Helen Lamb

Next Action Changed From Helen Lamb To Derek Lamb completed audit attached, no issues from this VST audit

05 Jun 2023 Derek Lamb

thankouy

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