

COMPLAINT ACKNOWLEDGEMENT

Customer: Viamed

Complaint Number: COM-5897

Customer Contact: Steve Nixon

Complaint Statement:

10 of the R125P01-007 MAX-250 sensors are missing from SO 352188. Serial numbers LD30499051 to LD30499060. Requesting 10 sensors already purchased.

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,

Jordan
Goodman

Digitally signed by Jordan Goodman
DN: cn=Jordan Goodman, o, ou,
email=jgoodman@permapure.com,
c=US
Date: 2025.06.16 11:25:23 -06'00'