

July 17, 2025

Complaint Initiator: Steve Nixon

Company Name: Viamed

Contact Email: [steve.nixon@viamed.co.uk](mailto:steve.nixon@viamed.co.uk)

Dear Customer,

This letter is to outline the investigation and actions taken by Maxtec, LLC designated personnel in response to the complaint references below.

### **Complaint Response**

**Maxtec Part #:** R125P01-007

**Maxtec Complaint #:** COM-5897

**Serial/Lot #:** LD30499

**Customer Complaint #:** Not Provided

**PO/Invoice #:** 352188

**Maxtec RMA #:** N/A

#### **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.

#### **Complaint Investigation Summary:**

A review of the applicable procedure was conducted along with a walk through of the process. Maxtec Sales Order # 352188. The serial numbers were scanned during processing; however, they did not physically make it to the boxing area for packaging with the rest of the order.

#### **Root Cause:**

Shipping/Pulling Error

#### **Corrective and Preventive Actions:**

The 10 sensors were sent to the Customer under an MSO (Miscellaneous Shipping Order). A double checker (Inventory Operator) will now be assigned to reviewing pulled orders after they are picked to ensure all parts and quantities match the Packing Slip/Pick List moving forward. This change to take place on July 16th, 2025.

Maxtec, LLC has added the details of this complaint into our formal complaint system in which complaint trends are closely monitored. We will continue to monitor this defect trend and the effectiveness of our corrective actions.

We would like to thank you again for providing feedback that is critical to our commitment to Continual Improvement and Customer Satisfaction and apologize for any inconvenience this issue may have caused. If you have any questions or concerns regarding this response, please feel free to reference the complaint number provided and contact us.

Best Regards,

Brian Fagergren, Quality and Process Engineer