



Derek Lamb 89 Issues **37 Unread** 11 ISO Tasks 17.90 °C








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Agenda ID: 293

VIAMED Feedback - VIAMED Customer Feedback Negative









Issues in VIAMED Feedback - VIAMED Customer Feedback Negative

All	Expand	Issue	Created By	Created On	Currently With	Subject	
 Complete		367539	Catrin Hird	19/06/25	Steve Nixon	EyeMax Customer Feedback - Pricing Issue	
<p>Added by Catrin Hird sent to Steve Nixon INFORMATION ONLY ISSUE DO NOT ADD NOTES! "We appreciate you reaching out regarding our recent orders for Phototherapy Eye Masks. The primary reason for the reduced quantity in this year is directly related to the price increase.</p> <p>Last year, prior to the price adjustment, we successfully ordered and received 8,000 units. Unfortunately, the current pricing structure makes it unfeasible for us to maintain that volume at this time."</p> <p>1114005 1114006 1114007</p> <p>Meditech SRL CID6989</p> <p>Have received samples of Neomask previously but have "noticed significant customer reluctance to switch from a product they've grown accustomed to and are happy with. Once they adapt to a specific type of mask, any change, even one with apparent benefits, is met with skepticism. This holds true even for new products."</p>							
 Complete		301168	Catrin Hird	17/07/23	Derek Lamb	Pricing Increases over Inflation	
 Complete		251635	Steve Hardaker	18/02/22	Steve Nixon	Feedback from Lister Hospital re TOF 3D on trial	
 Complete		251628	Steve Hardaker	18/02/22	Steve Nixon	Feedback regarding TOF 3D sales support	
 Complete		248401	Kate Griffiths	18/01/22	Steve Nixon	4420508 - opinion from customer re strain	

Complete		229916	Ryan Swaine	22/07/21	Steve Nixon	Oxygen Sensors - Greece	
Complete		228305	Catrin Hird	06/07/21	Steve Nixon	Negative Feedback re Associated Costs for Import	
Complete		222965	Steve Hardaker	18/05/21	General	MLF-19 compatibility	
Complete		212075	Ryan Swaine	27/01/21	Steve Nixon	Delivery Times with UPS	
Complete		144109	Steve Hardaker	03/05/19	Catrin Hird	Posey wrap price increase feedback	
Complete		142593	Steve Hardaker	15/04/19	Steve Nixon	Feedback re VM-2500 screen and buttons in daylight	
Complete		134510	Ryan Swaine	18/12/18	Steve Nixon	VM-2160 SMARTsat - Sensor Pricing	
Complete		114175	Ryan Swaine	09/02/18	Steve Nixon	All-11-60 - MAX-48	
Complete		112497	Steve Hardaker	17/01/18	Derek Lamb	Breakages of goods received by customer - 0330120	
Complete		103815	Steve Hardaker	26/09/17	Steve Nixon	Gemco - semi-lost automotive customer	
Complete		103140	Steve Hardaker	18/09/17	Steve Nixon	Prosol automotive feedback	
Complete		102331	Steve Hardaker	06/09/17	Jonathan Connor	Stock levels for R-22MEDV	
Complete		100065	Steve Hardaker	04/08/17	Steve Nixon	Oxygen sensor heat-sealing failures	
Complete		99907	Ryan Swaine	02/08/17	Steve Nixon	Intermed - New Zealand	
Complete		86338	Ryan Swaine	03/01/17	Ryan Swaine	Flowsensor H Tender - Poland	
Complete		85281	Steve Hardaker	13/12/16	Derek Lamb	Automotive sensor shortages	
Complete		84735	Ryan Swaine	02/12/16	Steve Nixon	Mediq Esti - Finger Oximeters - Estonia	
Complete		82670	Steve Nixon	01/11/16	Steve Hardaker	Ref. issue 82564	
Complete		74913	Emily Hanson	13/07/16	Emily Hanson	Negative Feedback-Microstim DB3.	
Complete		70958	Steve Hardaker	05/05/16	Derek Lamb	R-22MEDV matched pairs	

Complete		70951	Steve Hardaker	05/05/16	Derek Lamb	Yorkshire Ambulance repair bags	
Complete		70498	Steve Hardaker	26/04/16	Steve Nixon	Microstim compensation package	
Complete		69436	Steve Hardaker	04/04/16	Steve Nixon	Unhappy Microstim customers	
Complete		69225	Ryan Swaine	31/03/16	Steve Nixon	Microstim - Delays in Production	
Complete		69213	Sarah Walton	31/03/16	Steve Nixon	Customer Feedback	
Complete		67072	Steve Hardaker	03/02/16	Steve Nixon	Notifying Microstim customers of delays	
Complete		66384	Katie Evans	11/01/16	Steve Nixon	Tanda Engineering	
Complete		65897	Ryan Swaine	22/12/15	Steve Nixon	Versastream Repironics - Pricing	
Complete		63103	Lisa Leggoe	22/09/15	Steve Nixon	KTS GmbH - account 00006289	
Complete		62386	Ryan Swaine	03/09/15	Derek Lamb	Feedback in response to a mailing relating to a decline in O2 Sensors sales	
Complete		61715	Katie Evans	11/08/15	Katie Evans	Delivery Times	
Complete		61673	Katie Evans	07/08/15	Ryan Swaine	Packaging Size	
Complete		59896	Ryan Swaine	22/06/15	Steve Nixon	Nellcor Original Disposables - Saudi GCC Pricing	
Complete		59785	Steve Hardaker	16/06/15	Catherine Spence	Damaged packaging	
Complete		58770	Ryan Swaine	11/05/15	Steve Nixon	Automotive - QST Gotebrog - R-22AV / R-17AH	
Complete		57988	Keith Taylor	09/04/15	Steve Nixon	VM2500 failure	
Complete		56939	Keith Taylor	24/02/15	Catrin Hird	FYI - NeoMask	
Complete		55982	Ryan Swaine	21/01/15	Ryan Swaine	VM-2101, VM-2103, VM-2105: 0012101, 0012103, 0012105	
Complete		55790	Sophie Lines	12/01/15	Ryan Swaine	Finger Pulse Oximeters Feedback - MD300 - P/N: 2810011	

Complete		54900	Ryan Swaine	09/12/14	Ryan Swaine	VM-2160 0012160	
Complete		53070	Keith Taylor	02/10/14	Steve Hardaker	Paramagnetic Oxygen Monitors	
Complete		52492	Keith Taylor	18/09/14	Steve Hardaker	Oxygen head boxes/tents	
Complete		42057	Keith Taylor	21/03/13	Steve Nixon	Cot lids	
Complete		40559	Keith Taylor	12/12/12	Steve Hardaker	Lost business	
Complete		31085	Steve Hardaker	04/10/11	Steve Nixon	Rotherhams comments re order lead times	
Complete		29674	Keith Taylor	13/07/11	Steve Hardaker	Huntleigh Technology	
Complete		28722	Steve Hardaker	24/05/11	Steve Nixon	Losing customers over flowsensor supply problems	
Complete		28458	Keith Taylor	10/05/11	Steve Hardaker	Flowsensor H - Product Complaint	
Complete		27403	Lisa Leggoe	22/02/11	Steve Hardaker	Royal United Hospital - SOR451	
Complete		27111	Catrin Hird	01/02/11	Catrin Hird	Vet images	
Complete		26366	Steve Hardaker	14/12/10	Steve Nixon	Selling price increases	
Complete		22164	Steve Hardaker	22/12/09	General	Parts that are out of stock	
Complete		21693	Sarah Wilford	16/11/09	Steve Nixon	Pulse Oximetry in Canada	
Complete		20884	Steve Hardaker	17/09/09	Steve Nixon	Complaint re delayed orders	
Complete		19959	Steve Hardaker	21/07/09	Derek Lamb	Tom Thumb production delays	
Complete		19710	Keith Taylor	25/06/09	Sarah Wilford	Neopeep circuit	
Complete		18902	Keith Taylor	17/04/09	Steve Nixon	Product complaint	
* Live		15701	Lisa Leggoe	28/08/08		Antrim Hospital - Tommy George	
* Live		15544	Keith Taylor	31/07/08		SpO2 sensor/cables and Oxygen Sensors.	

 Complete		14953	Steve Nixon	16/06/08		Ref. issue 14937	
 Complete		14933	Steve Hardaker	13/06/08	Philip Crossley	V1000	
 Complete		7017	Ryan Swaine	27/10/06	John Lamb		