



NON CONFORMITY REPORT

PLATE HOTEL - 8

Code:	Non Conformity Report_PLATE HOTEL - 8
Revision:	10
Created by:	Leonardo Arcamone & Carmen Riccio
Reviewed by:	Marco Adinolfi
Approved by:	
Date of Approval:	

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1 Preface

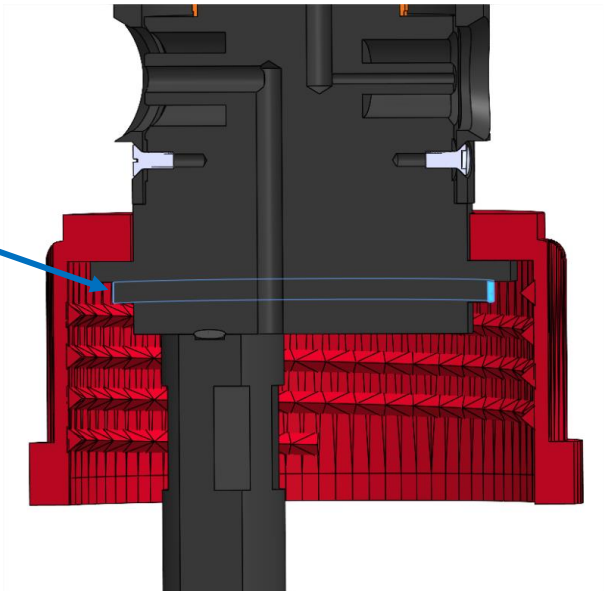
This document reports the list of open non conformities (see Paragraph 2), the list of Pending non conformities (see Paragraph 3) and the list of closed non conformities (see Paragraph 4).

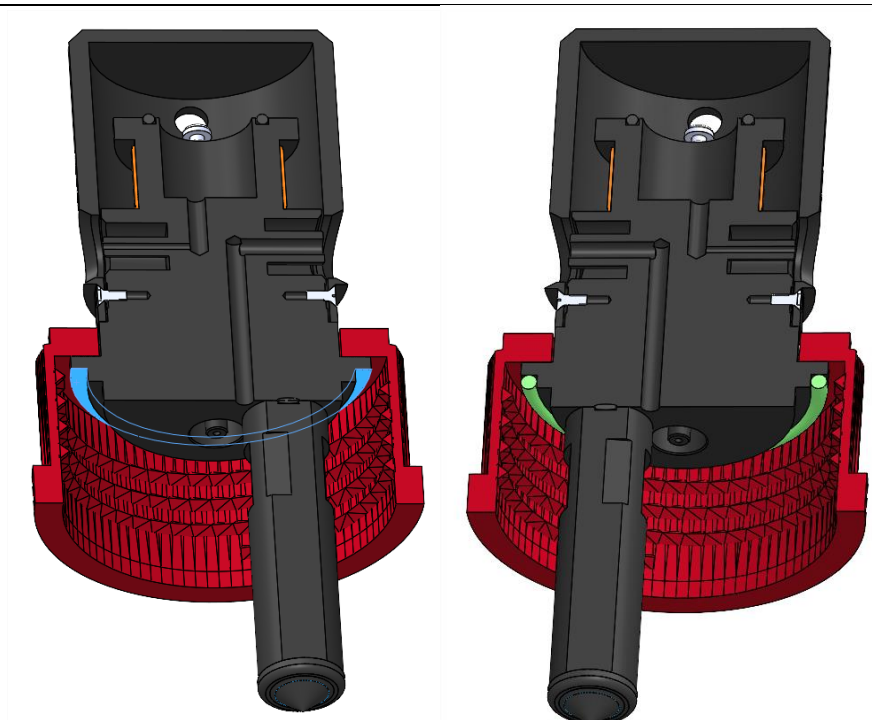
2 Open Non Conformities

The following paragraphs report the open Non-Conformities whose root cause analysis has to be performed and corrective actions to be established

2.1 NC # 1:

NC #1 - Summary			
Odoo Ref.	Ticket ID #2359		
Issued by	R&D	Issued on	18/12/2024
NC Owner	Ranesh Thanikasalam		
Description of the NC	The customer contacted us reporting that there is no airflow coming out of the humidifier cap when the cap is fully screwed on. If it is unscrewed slightly, airflow can be seen. Video is attached to clarify the issue.		
Serial Number ☐ N/A	2025-3680; 2025-4046		
Severity	Minor		
Containement Actions	New selected O-ring: is OR-34X2.20-NBR70 It protrudes slightly in relation to the metal surface and therefore when closing the cap, it is closed with the O-ring and thus a seal is ensured.		

	
Root Cause Analysis	The refill cap has an O-ring with a thickness of 2 mm, which sits inside a 2 mm deep groove. The figure highlights the groove, which is 2 mm, where the O-ring should be placed.  In details: - In blue the surface where the O-ring is placed - In green the O-ring



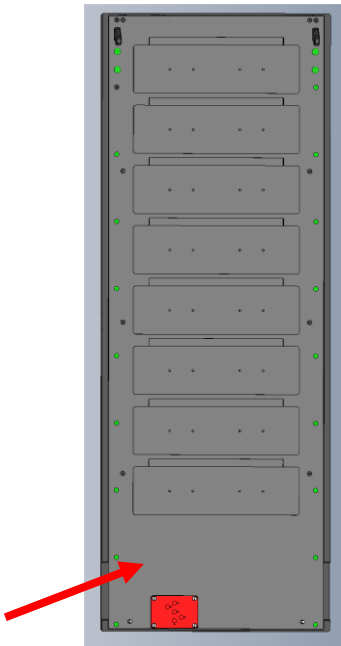
When the O-ring is installed, it is positioned below the highlighted surface in the figure above. Therefore, when the cap is screwed on, the O-ring may be not compressed, but instead, contact is made with the metal surface, which causes a leak.

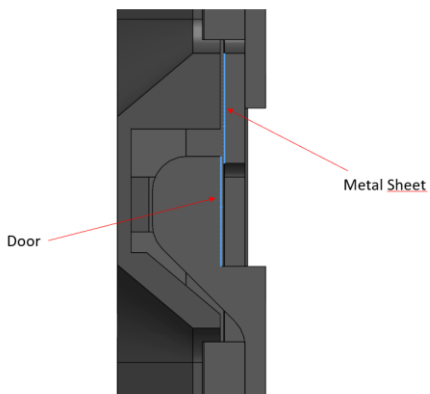


Supporting Doc	N/A
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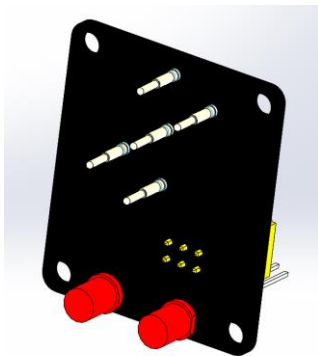
Corrective Actions	No	Identified Action	Responsible	Target Date
	1	Mechanical reworking of the O-ring housing metal part	Ranesh Thanikasalam	To be defined
Supporting Doc	N/A			
Closed on	30/12/2024			

2.2 NC #2

NC #2 - Summary			
Odoo Ref.	Ticket ID #2299		
Issued by	Production	Issued on	06/11/2024
NC Owner	Marco Adinolfi		
Description of the NC	The customer contacted us reporting that the screws (highlighted in green) of the front door came loose and detached from their housing. When the door was sent for RMA to replace these screws, it was noticed that: 1. The screws cannot be fully screwed in because this deforms the sheet metal (indicated by the red arrow), creating an air gap and thus a leakage of approximately 0.7 l/min, which causes the quality tests to fail. 		

	2. The operator has to spend time finding the correct adjustment for these screws, which is currently not a repeatable action but depends on the operator's sensitivity.			
Serial Number ☐ N/A	2218-1008;2218-1009			
Severity	Minor			
Containement Actions	Tighten the fastening screws and then secure them with threadlocker to prevent sheet metal deformation.			
Root Cause Analysis	The sheet metal is very large and thin. If the screws are overtightened, the sheet metal tends to deform and makes contact with the overhead doors, which tend to open and create a small gap.			
Supporting Doc	N/A			
Corrective Actions	No	Identified Action	Responsible	Target Date
	1	 The two blue surfaces require increased clearance. It is feasible to perform mechanical reworking of the door to increase the current gap, which is presently 0.2 mm.	Marco Adinolfi	30/01/25
Supporting Doc	N/A			
Closed on				

NC #3 - Summary			
Odoo Ref.	Ticket ID #2245-2299		
Issued by	Production	Issued on	21/10/2024

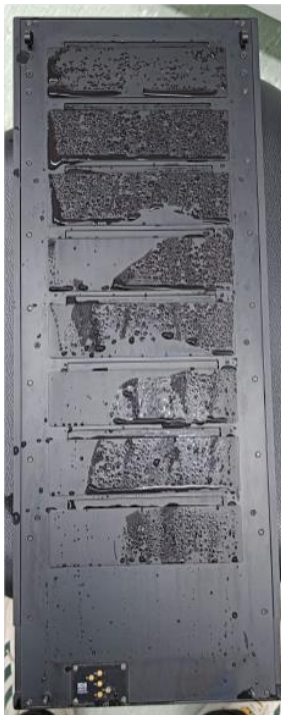
NC Owner	Marco Adinolfi																											
Description of the NC	Non-interchangeability of frontal doors During the OCOPS test, the frontal door of the PLATE HOTEL 1008 was not recognized when placed on the PLATE HOTEL 1009 hard case.																											
Serial Number ☐ N/A	2218-1008;2218-1009																											
Severity	Maior																											
Containement Actions	None																											
Root Cause Analysis	The port is not recognised because the pogo pins are not long enough to make contact with the PCB pads. When the frontal door is mounted on the case, a gap can be seen, which indicates that the pins are not long enough to touch the pads of the PCB5301 Below is a table where different MKH are compared: <table><thead><tr><th></th><th>MKH 1011</th><th>MKH 1009</th><th>MKH 1009 with 1008 Frontal door</th></tr></thead><tbody><tr><td>PCB5301 position vs aluminium sheet</td><td>[0.15-0.2] mm</td><td>[0.10-0.15] mm</td><td>[0.10-0.15] mm</td></tr><tr><td>Gap between the body and the frontal door</td><td>[0.15-0.2] mm</td><td>[0.05-0.10] mm</td><td>0.15 mm</td></tr><tr><td>Pogo Pin protrusion from the body</td><td>[1.3-1.4] mm</td><td>1.16 mm</td><td>1.16 mm</td></tr><tr><td>Min Interference</td><td>1.1 mm</td><td>1.01 mm</td><td>1.01 mm</td></tr><tr><td>Max Interference</td><td>1.25 mm</td><td>1.06 mm</td><td>1.06 mm</td></tr></tbody></table>					MKH 1011	MKH 1009	MKH 1009 with 1008 Frontal door	PCB5301 position vs aluminium sheet	[0.15-0.2] mm	[0.10-0.15] mm	[0.10-0.15] mm	Gap between the body and the frontal door	[0.15-0.2] mm	[0.05-0.10] mm	0.15 mm	Pogo Pin protrusion from the body	[1.3-1.4] mm	1.16 mm	1.16 mm	Min Interference	1.1 mm	1.01 mm	1.01 mm	Max Interference	1.25 mm	1.06 mm	1.06 mm
	MKH 1011	MKH 1009	MKH 1009 with 1008 Frontal door																									
PCB5301 position vs aluminium sheet	[0.15-0.2] mm	[0.10-0.15] mm	[0.10-0.15] mm																									
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Min Interference	1.1 mm	1.01 mm	1.01 mm																									
Max Interference	1.25 mm	1.06 mm	1.06 mm																									
Supporting Doc	N/A																											
Corrective Actions	No	Identified Action	Responsible	Target Date																								
	1	 Replace the pogo pins on the PCB within the PLATE-HOTEL enclosure with pins featuring an increased length of 0.5 mm to	Marco Adinolfi	30/01/25																								

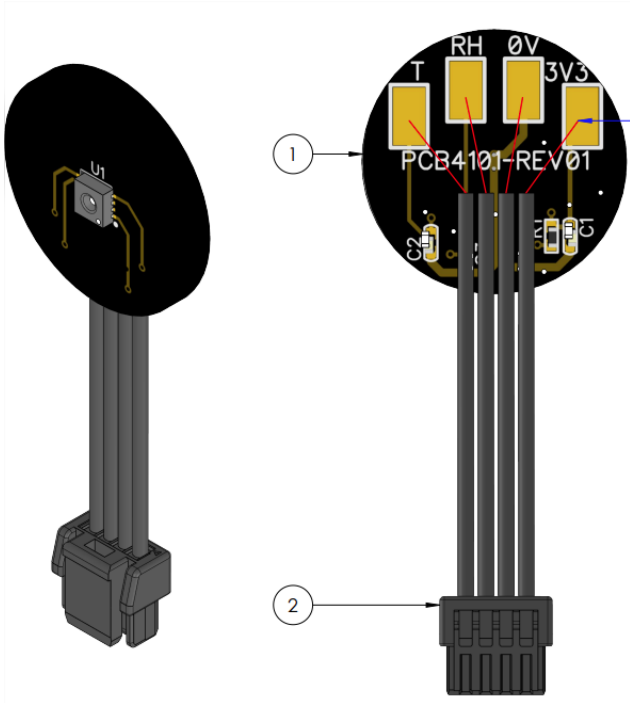
		ensure reliable electrical contact between the door and the enclosure.		
Supporting Doc	N/A			
Closed on				

3 Pending Non Conformities

The following paragraphs report the Non-conformities whose corrective actions have been accepted but whose closing will be done after the receiving and the review of the prototypes from the customer.

3.1 NC # 11: Humidity sensor broken due to condensation in case of power loss

NC #1 - Summary			
Odoo Ref.	Ticket ID#1853		
Issued by	Customer Claim	Issued on	26/04/2024
NC Owner	Marco Adinolfi; Giulio Pasquariello		
Description of the NC	The customer has contacted Customer Care because a lot of condensation has been found inside the PLATE HOTEL 1008, after shutdowns and switch-on of the entire system (PLATE HOTEL + VIVACYTE) due to a software update.		
			
	The condensation observed is a consequence of the MKH being shut down without the internal tank emptying first. Consequently, the water drops affected the humidity sensor, which did not show any reading (Humidity: ...), Humidity Status: "Error" and a Humidity		

	sensor temperature of "-104.00" , means that the reading temperature of the humidity sensor is OUT OF RANGE [0.0 80.0] °C.			
Serial Number ☐ N/A	2218-1008			
Severity	Major			
Containement Actions	A new software version can be developed and installed on all PLATE-HOTEL-8 where the heating elements are always on, even when the system is in "Stand-by" mode. The selective heating of the inner walls can reduce the condensation even if a power loss event happens.			
Root Cause Analysis	The Humidity sensor is not responding as expected. As reported on the datasheet, the Humidity sensor can withstand water drops. The wrong reading is due to a high amount of water on the PCB where the sensor is placed and the absence of a protective coating for the exposed copper pads. Therefore, the root causes of the Humidity Sensor's damage are: - the MKH shutdown without emptying the internal tank first. 			
Supporting Doc	N/A			
	No	Identified Action	Responsible	Target Date

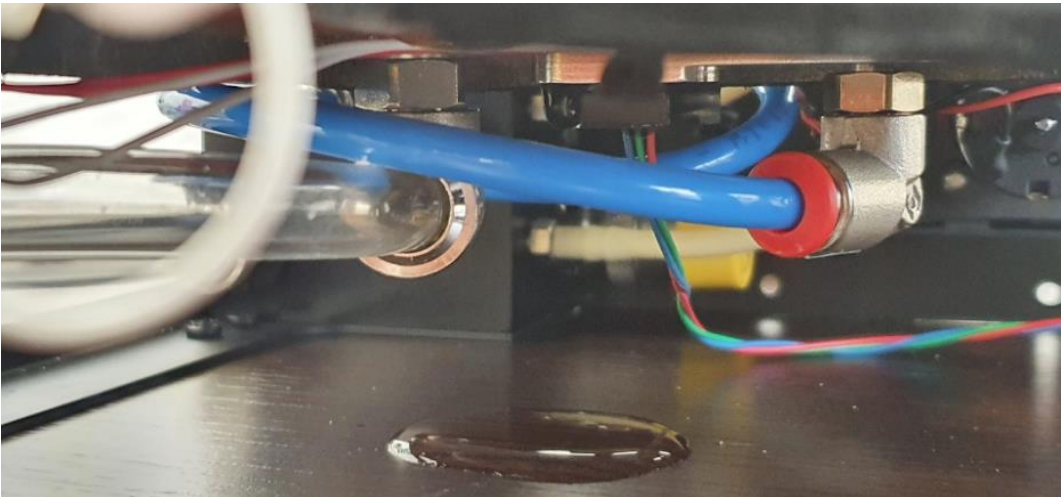
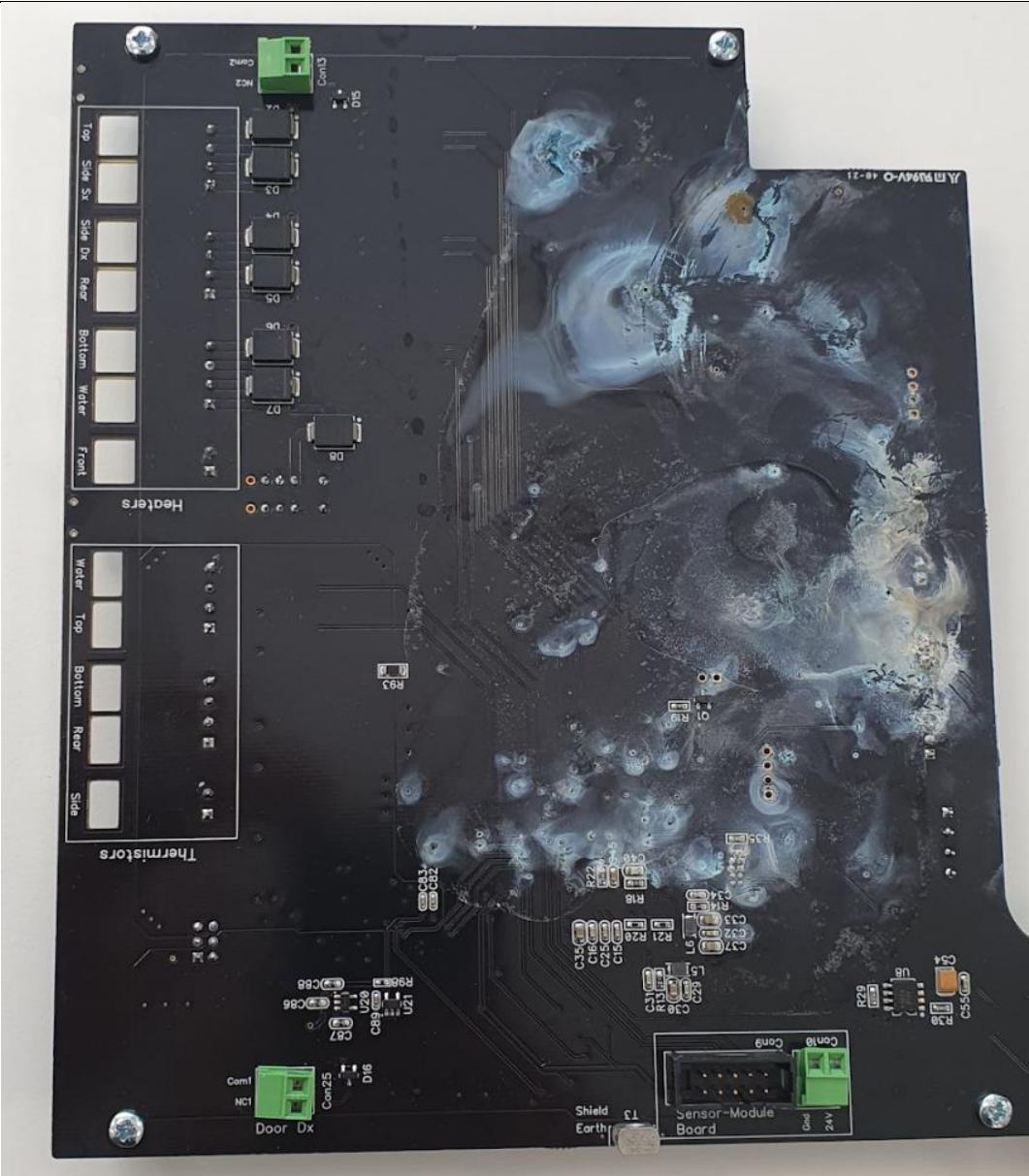
Corrective Actions	1	Check the current stock of PCB1401-REV01. Keep 40 of them to fulfill at least 10 MICA.	Luigi Pistone	21/05/2024
	2	Ship all PCB1401-REV01 to ELSAV to apply conformal coating.	Luigi Pistone	31/05/2024
	3	Create a separate IST for OKO-MKH-BODY-SENSOR-MODULE	Marco Adinolfi	31/05/2024
	3	Review 'Distinta di Montaggio' for IST 2071 H201-XANTEN-FMB-RH&T-SENSOR and OKO-MKH-BODY-SENSOR-MODULE. Apply changes to IST 2218 OKO-MKH, IST 2115 H201-XANTEN-FMB, IST 2069 H201-XANTEN-SENSOR-MODULE. Add a check for the assembler that the conformal coating is present (requires UV flashlight)	Luigi Pistone	31/05/2024
	4	CREATE OCOPS TEST for OKO-MKH-BODY-SENSOR-MODULE. These contains the tests done on IST 2071 H201-XANTEN-FMB-RH&T-SENSOR, i.e. check against a reference humidity module.	Domenico Izzo	15/06/2024
	5	The PLATE-HOTEL-8 firmware can be modified to read the humidity at start and if it is higher than a threshold the heaters will stay on, even in Stand-by mode = 1. This may reduce condensation and in turn prevent further damage.	Giulio Pasquariello	TBD
Supporting Doc	N/A			
Closed on				

4 Closed Non Conformities

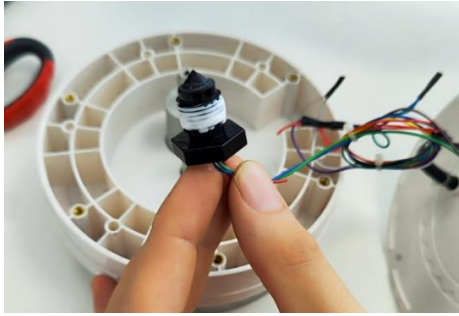
The following paragraphs report the Non Conformities whose corrective actions have already been approved.

4.1 NC # 1: MKH not recognized by computer

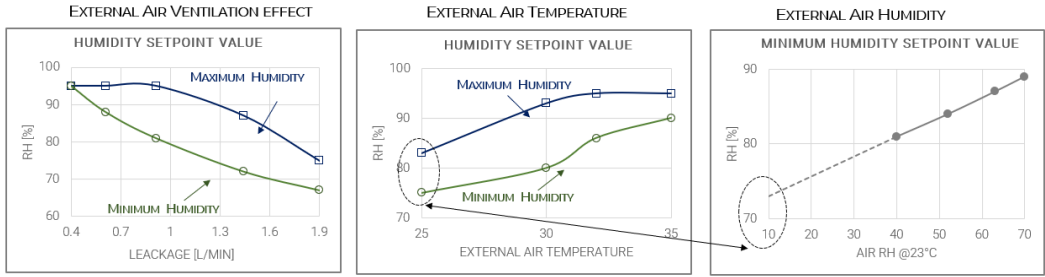
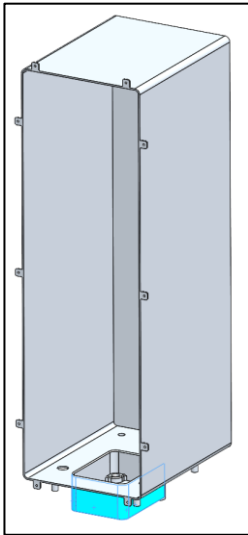
NC #1 - Summary			
Odoo Ref.	☒ N/A		
Issued by	CELLPLY	Issued on	25/07/2022
NC Owner	Marco Adinolfi		
Description of the NC	The MULTI KIT HOTEL is not recognize by the PC.		
Serial Number ☐ N/A	2218-1004		
Severity	Critical		
Containement Actions	Return to the factory for deeper investigation		
Root Cause Analysis	Root Cause: The MULTI KIT HOTEL is not recognize by the PC. This is because the PCB card has been damaged due to a water leak.		



Supporting Doc	N/A			
	No	Identified Action	Responsible	Target Date

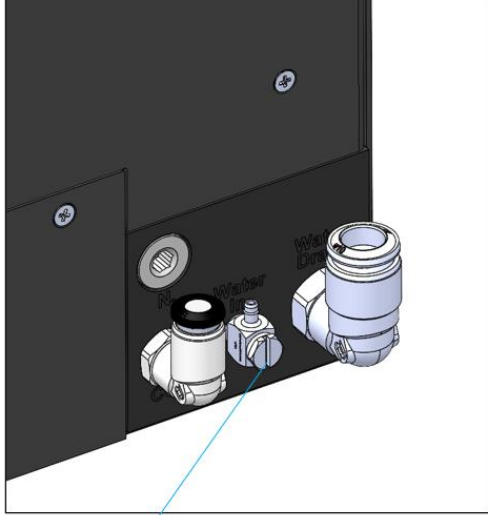
Corrective Actions	1	To eliminate the leak, some sealant – PN LOCTITE SI 5331- has been added around the thread of the level sensor. 	Marco Adinolfi	04/11/2022
Supporting Doc	N/A			
Closed on	04/11/2022			

4.2 NC # 2 : Humidity setpoint not reached: Water Tank Heating system improvement

NC #2 - Summary			
Odoo Ref.	☒ N/A		
Issued by	CELLPLY	Issued on	03/10/2022
NC Owner	Marco Adinolfi		
Description of the NC	The humidity setpoint value of 90% is not reached.  The three graphs illustrate the relationship between humidity setpoint value and various factors. The first graph, 'EXTERNAL AIR VENTILATION EFFECT', shows RH [%] vs LEAKAGE [L/MIN] with a blue line for 'MAXIMUM HUMIDITY' and a green line for 'MINIMUM HUMIDITY'. The second graph, 'EXTERNAL AIR TEMPERATURE', shows RH [%] vs EXTERNAL AIR TEMPERATURE with similar blue and green lines. The third graph, 'EXTERNAL AIR HUMIDITY', shows RH [%] vs AIR RH @23°C with a single line. Dashed circles in the second and third graphs indicate a specific data point where RH is approximately 70% at 25°C and 10% RH @23°C.		
Serial Number ☐ N/A	2218-1004		
Severity	Major		
Containement Actions	Return to the factory for deeper investigation		
Root Cause Analysis	Root Cause: since the water tank is directly connected to the main body of the internal steel structure, a fraction of the heat needed to warm up the water and generate humidity spreads to the whole structure, therefore the humidity setpoint value of 90% is not hit.  The 3D CAD model shows a water tank assembly with a blue base and a grey main body. The tank is connected to a main body of the internal steel structure, which is highlighted in blue.		
Supporting Doc	N/A		

Corrective Actions	No	Identified Action	Responsible	Target Date
	1	Increase the power of the heating resistance placed under the water tank.	Marco Adinolfi	16/02/2024
Supporting Doc	N/A			
Closed on	15/02/2024			

4.3 NC # 3: Water Inlet Connector replacement

NC #3 - Summary			
Odoo Ref.	☒ N/A		
Issued by	CELLPLY	Issued on	03/10/2022
NC Owner	Marco Adinolfi		
Description of the NC	The silicone tube can be easily detached from current water inlet connector.  Water connector		
Serial Number ☐ N/A	2218-1004		
Severity	Major		
Containement Actions	Return to the factory for deeper investigation		
Root Cause Analysis	Root Cause: the inner diameter of the silicone tube is 3mm while the water inlet connector diameter is 3.2 mm. Because of this, the silicone tube can be easily detached.		
Supporting Doc	N/A		

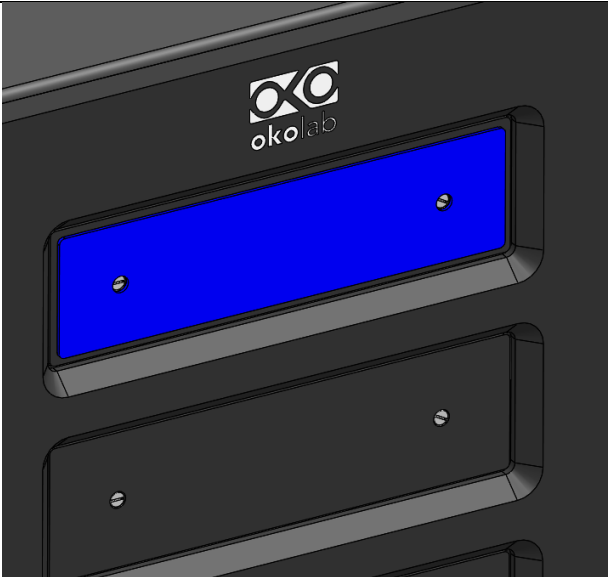
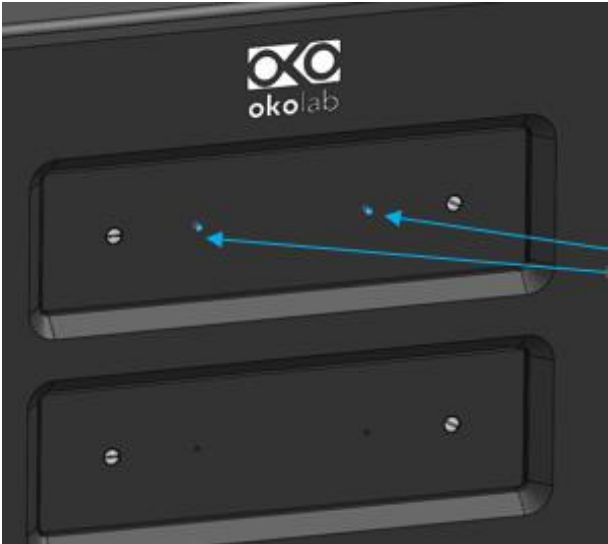
	No	Identified Action	Responsible	Target Date
Corrective Actions		Current water inlet connector is replaced by M5LS-1008-1-303.		
	1		Marco Adinolfi	16/02/2024
Supporting Doc	N/A			
Closed on	15/02/2024			

4.4 NC # 4: New feet

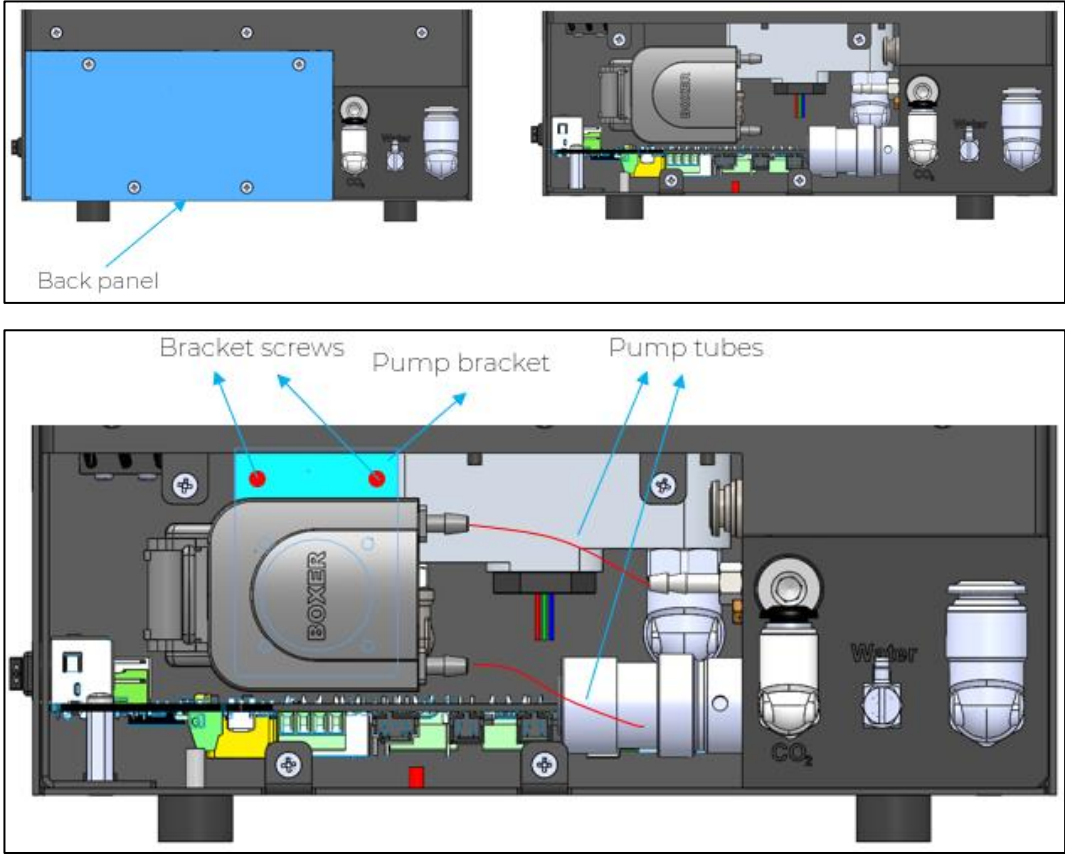
NC #4 - Summary				
Odoo Ref.	☒ N/A			
Issued by	CELLPLY	Issued on	03/10/2022	
NC Owner	Marco Adinolfi			
Description of the NC	Current non-slip feet are damaged when the plate hotel is moved onto the surface without being lifted. 			
Serial Number ☐ N/A	2218-1004			
Severity	Major			
Containement Actions	Return to the factory for deeper investigation			
Root Cause Analysis	Root Cause: the feet are not adequate for the mass of MKH.			
Supporting Doc	N/A			
Corrective Actions	No	Identified Action	Responsible	Target Date
	1	Feet have been replaced with 126-4923, by rs.	Marco Adinolfi	16/02/2024
Supporting Doc	N/A			
Closed on	15/02/2024			

4.5 NC # 5: Protection plastic sheets on the tilting doors

NC #5 - Summary				
Odoo Ref.	☒ N/A			
Issued by	CELLPLY	Issued on	03/10/2022	
NC Owner	Marco Adinolfi			
Description of the NC	All frontal doors are made by black anodized aluminium. Scratches on frontal doors due to the arm entering the plate hotel.			
Serial Number ☐ N/A	2218-1004			
Severity	Major			
Containement Actions	Return to the factory for deeper investigation			
Root Cause Analysis	Root Cause: Since frontal doors are made by black anodized aluminum, they are easily scratched by the arm entering the plate hotel.			
Supporting Doc	N/A			
Corrective Actions	No	Identified Action	Responsible	Target Date
	1	Apply anti-scratches adhesive tape on each door (blue highlighted) in order to protect the doors.	Marco Adinolfi	16/02/2024

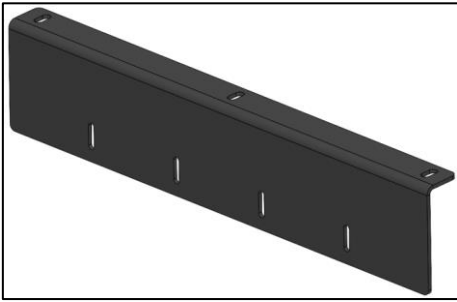
		 Material: tape Surface finishing: smooth Color: black Two threaded holes will be added on the door to eventually screw in a plastic sheet. 		
Supporting Doc	N/A			
Closed on	15/02/2024			

4.6 NC # 6: Easy access to the Pump for replacement (solution #1)

NC #6 - Summary			
Odoo Ref.	☒ N/A		
Issued by	CELLPLY	Issued on	03/10/2022
NC Owner	Marco Adinolfi		
Description of the NC	The pump is mounted inside the plate hotel. It is not possible to substitute the pump for the customer because of limited access to the pump fixings. The bracket of the pump is part of the internal frame. 		
Serial Number ☐ N/A	2218-1004		
Severity	Major		
Containement Actions	Return to the factory for deeper investigation		

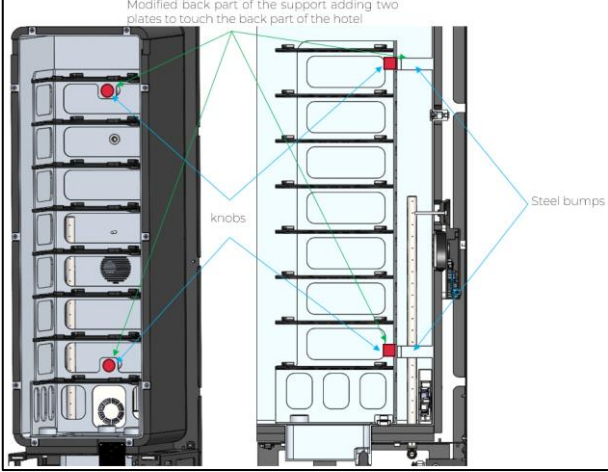
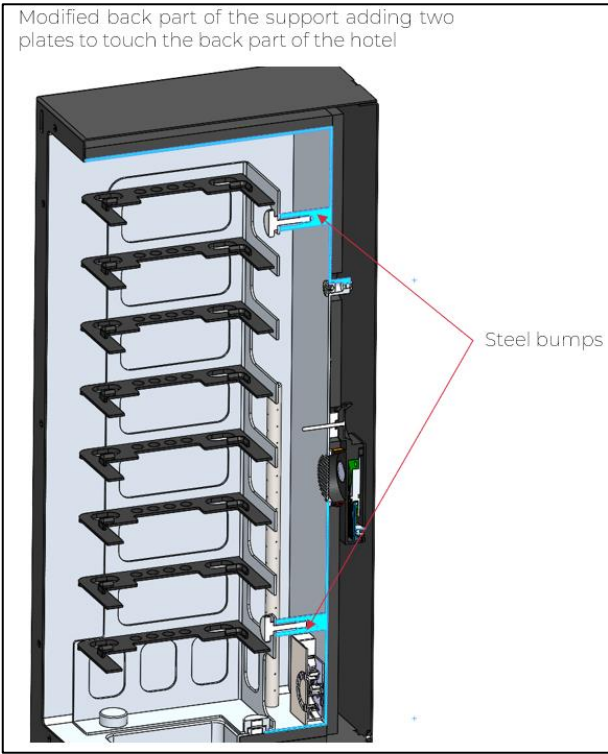
Root Cause Analysis	Root Cause: access to the pump fixings is quite limited and this makes pump replacement very hard for the customer.			
Supporting Doc	N/A			
Corrective Actions	No	Identified Action	Responsible	Target Date
	1	The steps to substitute the pump become: 1. Unscrew and remove back panel 2. Detach the two pump tubes 3. Unscrew pump bracket 4. Detach pump connector and remove pump 5. Connect new pump connector 6. Screw the pump bracket 7. Connect the two pump tubes 8. Screw the back panel The substitution would be easy without charging on production costs Pump is still inside the PLATE-HOTEL chassis.	Marco Adinolfi	16/02/2024
Supporting Doc	N/A			
Closed on	15/02/2024			

4.7 NC # 7: Mounting bracket design update

NC #7 - Summary				
Odoo Ref.	☒ N/A			
Issued by	CELLPLY	Issued on	03/10/2022	
NC Owner	Marco Adinolfi			
Description of the NC	Current brackets design is not compatible with CELLPLY application; therefore, they could not use them.			
Serial Number ☐ N/A	2218-1004			
Severity	Major			
Containement Actions	Return to the factory for deeper investigation			
Root Cause Analysis	Root Cause: CELLPLY application is characterized by a different fixing pattern than the one used in OKOLAB current bracket design.			
Supporting Doc	N/A			
Corrective Actions	No	Identified Action	Responsible	Target Date
	1	The design is updated following the model send by the customer. 	Marco Adinolfi	16/02/2024
Supporting Doc	N/A			
Closed on	15/02/2024			

4.8 NC # 8: Repeatability of support internal position

NC #8 - Summary				
Odoo Ref.	☒ N/A			
Issued by	CELLPLY	Issued on	03/10/2022	
NC Owner	Marco Adinolfi			
Description of the NC	The mounting bracket touches the walls on x direction and has a rotation on y direction due to the support positioning. Because of that, support internal position is not repeatable.			
Serial Number ☐ N/A	2218-1004			
Severity	Major			
Containement Actions	Return to the factory for deeper investigation			
Root Cause Analysis	Root Cause: the mounting bracket touches the walls on x direction and has a rotation on y direction due to the support positioning. Because of that, support internal position is not repeatable.			
Supporting Doc	N/A			
Corrective Actions	No	Identified Action	Responsible	Target Date
	1	Add two steel bumps on the back part of the hotel and two plates on the support working as hard stopping. Mounting bracket back surface and steel bumps will be in contact. Furthermore, two knobs (red highlighted) are added to screw the mounting bracket to steel bumps and fix the bracket to the hotel.	Marco Adinolfi	16/02/2024

	Modified back part of the support adding two plates to touch the back part of the hotel  Modified back part of the support adding two plates to touch the back part of the hotel 		
Supporting Doc	N/A		
Closed on	15/02/2024		

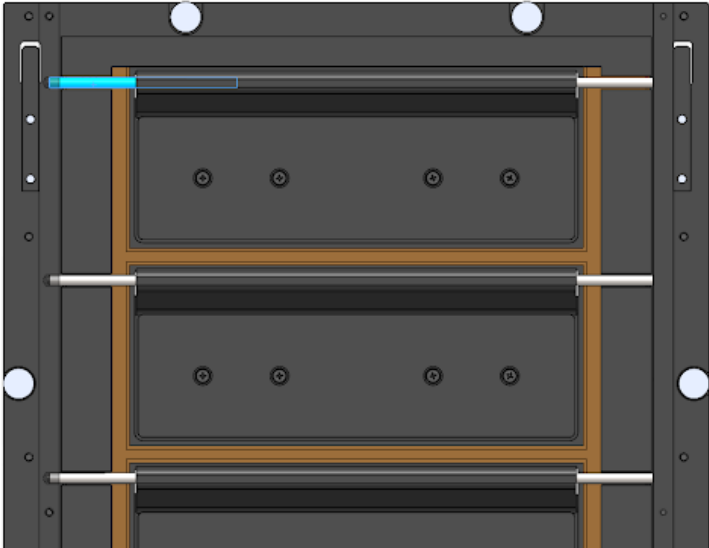
4.9 NC # 9: Firmware improvements from current version 0.6.0.0

NC #9 - Summary				
Odoo Ref.	☒ N/A			
Issued by	CELLPLY	Issued on	03/10/2022	
NC Owner	Marco Adinolfi			
Description of the NC	No message or alarm status is active when the CO2 consumption is higher than usual.			
Serial Number ☐ N/A	2218-1004			
Severity	Major			
Containement Actions	Return to the factory for deeper investigation			
Root Cause Analysis	Root Cause: because of a leak or when the door is left open the CO2 consumption increases; no message or alarm status is activated then.			
Supporting Doc	N/A			
Corrective Actions	No	Identified Action	Responsible	Target Date
	1	The controller will set an alarm flag if the CO2 is higher than normal after a fixed time. A revision of the document named "PLATE-HOTEL-8_ProgrammingManual" is needed. Two parameters have to be added, here suggested as a preliminary: Parameter 1: Leakage alarm ID = 720	Marco Adinolfi	16/02/2024

	Description: CO2 gas consumption is higher than leakage threshold Parameter 2: Leakage threshold ID = 721 and ID = 722 Description: System leakage threshold used to trigger an alarm		
Supporting Doc	N/A		
Closed on	15/02/2024		

4.10 NC # 10: Doors cannot be properly closed

NC #10 - Summary			
Odoo Ref.	☒ N/A		
Issued by	Internal Production Dept.	Issued on	28/02/2024
NC Owner	Marco Adinolfi		
Description of the NC	The highlighted doors of the MULTI KIT HOTEL cannot be properly closed. 		
Serial Number ☐ N/A	2218-1008		

Severity	<i>Major</i>			
Containement Actions	<i>Rework of the affected components in order to let the doors be properly closed.</i>			
Root Cause Analysis	The root cause has been identified in the disalignment of the holes that prevents the linearity of the door's hinge, affecting its closure. 			
Supporting Doc	N/A			
Corrective Actions	No	Identified Action	Responsible	Target Date
	1	Adding in the 3D drawing a disclaimer with the aim of letting the supplier pay attention during the production steps of aforementioned holes.	Marco Adinolfi	07/03/2024
Supporting Doc	N/A			
Closed on	13/03/2024			

NC #11 - Summary			
Odoo Ref.	☐ N/A Ticket ID #1982		
Issued by	<i>Production</i>	Issued on	17/06/2024
NC Owner	<i>Marco Adinolfi</i>		
Description of the NC	The material of the two knobs used to secure the internal shelves to the PLATE-HOTEL-8 body has been wrongly selected because currently, it is burnished steel instead of inox steel. As shown in the picture below, burnished steel will rust in a humid environment.		

				
Serial Number ☐ N/A	2218-1006; 2218-1007; 2218-1008; 2218-1008; 2218-1009; 2218-1010; 2218-1011			
Severity	Major			
Containement Actions	Shipment of one pairs of inox steel knobs for each MKH 			
Root Cause Analysis	The R&D Designer wrongly selected the material for the knobs.			
Supporting Doc	N/A			
Corrective Actions	No	Identified Action	Responsible	Target Date
	1	Selection and order of Inox steel knobs: GN 653.2-M6-30-NI	Marco Adinolfi	21/06/2024
Supporting Doc	N/A			

Closed on	11/12/2024
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5 Summary

#NC	Raised on	Issue	Severity	Status	Closed on
1	03/10/2022	MKH not recognized by computer	Critical	Closed	04/11/2022
2	03/10/2022	Humidity setpoint not reached: Water Tank Heating system improvement	Major	Closed	15/02/2024
3	03/10/2022	Water Inlet Connector replacement	Major	Closed	15/02/2024
4	03/10/2022	New feet	Major	Closed	15/02/2024
5	03/10/2022	Protection plastic sheets on the tilting doors	Major	Closed	15/02/2024
6	03/10/2022	Easy access to the Pump for replacement (solution #1)	Major	Closed	15/02/2024
7	03/10/2022	Mounting bracket design update	Major	Closed	15/02/2024
8	03/10/2022	Repeatability of support internal position	Major	Closed	15/02/2024
9	03/10/2022	Firmware improvements from current version 0.6.0.0	Major	Closed	15/02/2024
10	28/02/2024	Doors cannot be properly closed	Major	Pending	
11	26/04/2024	Humidity sensor broken due to condensation in case of power loss	Major	New	

Table 1. NC summary table.

6 Figure List

No table of figures entries found.

7 Table List

Table 1. NC summary table. 32

8 Document Revision Table

Revision Number	Additions or changes	Date
01	First emission	25/07/2022
02	Added NC from #2 to #9	03/10/2022
03	Closed NC #1	04/11/2022
04	Closed NC from #2 to #9	15/02/2024
05	Added NC #11	02/05/2024
06	Assigned tasks for NC #11	24/05/2024