



NON CONFORMITY REPORT

H401-230x110-GLASS-PLATE

Code:	Non Conformity Report_ H401-230x110-GLASS-PLATE
Revision:	01
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Date of Approval:	07/03/2025

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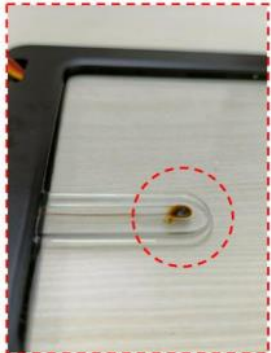
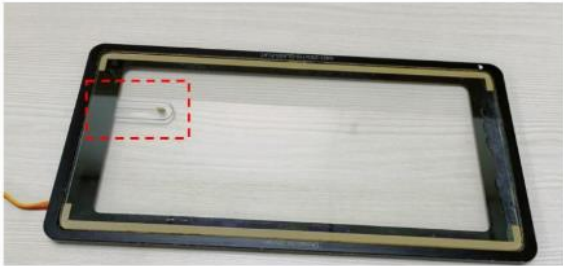
1 Preface

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 # 2 : Thermistor burn

NC #2 - Summary			
Odoo Ref.	Helpdesk Ticket #1347		
Issued by	Customer Shivani	Issued on	24/07/2023
NC Owner	Ranesh Thanikasalam		
Description of the NC	During the normal working of the thermal plate, start to appear breakage of the bus bars on the top side of the glass. 		
Serial Number ☐ N/A	476-1082		
Severity	Critical		
Containement Actions	Return to the factory of the affected serial number and replacement with a brand new one.		
Root Cause Analysis	The thermistor has burned due to a connection of 24V to the thermistor circuit. The non conformity could be associated either to a PCB electronic schematics issue, or something related to liquid infiltrations on the contact placed on the PCB. <u>A further investigation must be done to understand clearly the root cause of the non conformity.</u>		
Supporting Doc	NA		

Corrective Actions	No	Identified Action	Responsible	Target Date
	1			
	2			
	3			
Supporting Doc	<i>[Enter repository path where objective evidences are stored and/or refer to Annex no.]</i>			
Closed on				

3 Pending Non Conformities

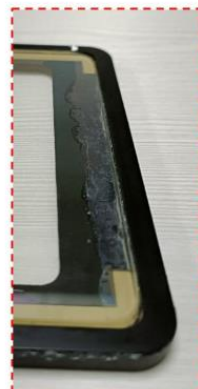
The following paragraphs report the Non Conformities whose corrective actions have been accepted but whose closing will be done after the receiving and the review of the prototypes from the customer.

N/A

4 Closed Non Conformities

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

4.1 NC # 1 : Bus bar and coating damage

NC #1 - Summary				
Odoo Ref.	Helpdesk Ticket #1342			
Issued by	Customer Shivani	Issued on	20/07/2023	
NC Owner	Ranesh Thanikasalam			
Description of the NC	Presence of stain and damage in correspondence of the bottom side of the heated glass. The thermal plate doesn't heat correctly and doesn't reach the thermal uniformity. 			
Serial Number ☐ N/A	476-1116; 476-1082			
Severity	Critical			
Containement Actions	Return to the factory of the affected serial numbers and replacement with a brand new ones.			
Root Cause Analysis	Root Cause: The breakage is caused by liquid infiltrations on the gap between the glass and the metal frame. The external board of the glass is not isolated.			
Supporting Doc	NA			
Corrective Actions	No	Identified Action	Responsible	Target Date
	1	PRODUCT REVISION: Realize a sealing gasket all around the glass, from top that protects the	Ranesh Thanikasalam	30/10/2023

	bus bars from liquid infiltrations. The aluminium frame shall be modified in order to realize a 0.50 mm gap all around the glass, to be covered with the sealant, to avoid liquid contact with the conductive bus bars and near conductive points that may create damages.		
Supporting Doc	Test Report: H401-230x110-GLASS-PLATE_NC1 Report_REV01		
Closed on	23/10/2023		

4.2 NC # 3 : Stains on heated glass black ink

NC #3 - Summary			
Odoo Ref.	Helpdesk Ticket #1620		
Issued by	Customer Shivani	Issued on	18/12/2023
NC Owner	Ranesh Thanikasalam		
Description of the NC	The thermal plates have aesthetically defect on the black inked mark on the heated glass.  		
Serial Number ☐ N/A	476-1212; 476-1214; 476-1209; 476-1210; 476-1208; 476-1207; 476-1211; 476-1215; 476-1213		
Severity	Minor		
Containement Actions	Return to the factory of the affected serial numbers and replacement with a brand new ones.		

Root Cause Analysis	Root Cause: The heated glass is glued on a bottom PCB by using epoxy adhesive. The esthetic defects are generated by a non conform adhesives curing procedure, that has caused the visible detachment of the glass from the bottom PCB.			
Supporting Doc	NA			
Corrective Actions	No	Identified Action	Responsible	Target Date
	1	Review the adhesive curing procedure, in terms of curing temperature and time in order to avoid the generation of the stains.	<i>Ranesh Thanikasalam</i>	30/01/2024
	2	Add in the production checklist a check that gives instruction to keep the heated plates at stock for one week before shipment, in order to visual check the presence of non-conform stains on the black ink.	<i>Ranesh Thanikasalam</i>	30/01/2024
Supporting Doc	NA			
Closed on	08/01/2024			

5 Summary

#NC	Raised on	Issue	Severity	Status	Closed on
1	20/07/2023	Bus bar and coating damage	Minor	Closed	23/10/2023
2	24/07/2023	Thermistor burn	Critical	Open	TBD
3	18/12/2023	Stains on heated glass black ink	Critical	Closed	08/01/2024

Table 1. NC summary table.

6 Figure List

Figure 1. Image Example..... **Error! Bookmark not defined.**

7 Table List

Table 1. NC summary table. 9

8 Document Revision Table

Revision Number	Additions or changes	Date
01	First emission in new template	07/03/2025