



Ryan Swaine <viamed.ryan.swaine@gmail.com>

Re: Analyser Issue

1 message

Tofo Scuba <info@tofoscuba.com>

20 January 2023 at 14:32

To: "ryan.swaine@vandagraph.co.uk" <ryan.swaine@vandagraph.co.uk>

Hi Ryan,

Sorry for the long delay, can you send it to:

Dave Levack (Tofo Scuba)
Kipling House
3 Charles Peel Place
Cuckfield
West Sussex
RH17 5QJ

Thanks

Ross



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Please ensure you are physically fit for diving. If you have had surgery or any ongoing illness that may affect diving, please bring a Doctors note stating you are fit to dive.

From: Main Account <viamedinbox@gmail.com> on behalf of Ryan Swaine <office@viamed.co.uk>

Sent: 07 December 2022 19:27

To: Tofo Scuba

Subject: Re: Analyser Issue

Hi Ross

Than analyser is ready, just let me know when you have a delivery address for us and I can put the paper work together for you.

Best regards
Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
Email ryan.swaine@vandagraph.co.uk
Tel: +44 (0)1535 634900
Mob: +44 (0)7803 907117

On Wed, 30 Nov 2022 at 12:32, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:
Thanks Ross

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
Email ryan.swaine@vandagraph.co.uk
Tel: +44 (0)1535 634900
Mob: +44 (0)7803 907117

On Wed, 30 Nov 2022 at 10:57, Tofo Scuba <info@tofoscuba.com> wrote:

Hi Ryan,

Ok great thank you so much!

I will try and find an address to send it to

Thanks

Ross



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From: Main Account <viamedinbox@gmail.com> on behalf of Ryan Swaine <office@viamed.co.uk>
Sent: 30 November 2022 12:19:42
To: Tofo Scuba
Subject: Re: Analyser Issue

Hi Ross

Yes, we have tested the unit and it reads correctly. I had a look myself this morning, so I can confirm that. However, the sensor input connector is corroded and the cable connectors are also showing signs of corrosion, I think it best if we replace the connector and cable and retest.

Best regards
Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
Email ryan.swaine@vandagraph.co.uk
Tel: +44 (0)1535 634900
Mob: +44 (0)7803 907117

On Wed, 30 Nov 2022 at 09:46, Tofo Scuba <info@tofoscuba.com> wrote:

Hi Ryan,

Any updates on the analyser?

Thanks

Ross



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From: Main Account <viamedinbox@gmail.com> on behalf of Ryan Swaine <office@viamed.co.uk>

Sent: 23 November 2022 17:24

To: Tofo Scuba

Subject: Re: Analyser Issue

Brilliant, thank you.

Ryan Swaine

General Manager

VANDAGRAPH Ltd.

<http://www.vandagraph.co.uk>

Email ryan.swaine@vandagraph.co.uk

Tel: +44 (0)1535 634900

Mob: +44 (0)7803 907117

On Wed, 23 Nov 2022 at 15:14, Tofo Scuba <info@tofoscuba.com> wrote:

Hi Ryan,

Yes that our one, we put the duct tape on it so we knew which cable went with which analyser

thanks

Ross



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From: Main Account <viamedinbox@gmail.com> on behalf of Ryan Swaine <office@viamed.co.uk>

Sent: 23 November 2022 16:42

To: Tofo Scuba

Subject: Re: Analyser Issue

Hi Ross

Does this look like your analyser?



Best regards
Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
Email ryan.swaine@vandagraph.co.uk
Tel: +44 (0)1535 634900
Mob: +44 (0)7803 907117

On Tue, 22 Nov 2022 at 15:18, Tofo Scuba <info@tofoscuba.com> wrote:

Hi Ryan,

Yeh probably ours, she must have forgot to add details.

Please let me know.

Thanks

Ross



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From: Main Account <viamedinbox@gmail.com> on behalf of Ryan Swaine
<office@viamed.co.uk>
Sent: 22 November 2022 17:16
To: Tofo Scuba
Subject: Re: Analyser Issue

Hi Ross

It is not on our system yet, so in theory it has not arrived. I have been working away, but I did get a message from my colleagues that an analyser has arrived with no returns reference or paperwork to suggest where it came from, could this be yours?

I aim to be in the office tomorrow, so I can have a closer look at it.

Best regards
Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
Email ryan.swaine@vandagraph.co.uk
Tel: +44 (0)1535 634900
Mob: +44 (0)7803 907117

On Tue, 22 Nov 2022 at 13:33, Tofo Scuba <info@tofoscuba.com> wrote:

Hi,

Did you recieve our analyser?

Thanks

Ross



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From: Tofo Scuba
Sent: 25 October 2022 13:36
To: ryan.swaine@vandagraph.co.uk
Subject: Re: Analyser Issue

Hi Ryan,

Unfortunately i dont have it, Brodie currently has it in her luggage in South Africa, she is flying tomorrow afternoon to the UK.

From my recollection it is reading low, i have tried alternative cable and sensors with it.

Thanks

Ross



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From: Main Account <viamedinbox@gmail.com> on behalf of Ryan Swaine
<office@viamed.co.uk>
Sent: 25 October 2022 13:29
To: Tofo Scuba
Subject: Re: Analyser Issue

Hi Ross

I need to open a repair file, please can you let me know what model it is and a serial number if you have it? Is it reading high or low or is it unstable?

Best regards
Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
Email ryan.swaine@vandagraph.co.uk
Tel: +44 (0)1535 634900
Mob: +44 (0)7803 907117

On Sun, 23 Oct 2022 at 14:46, Tofo Scuba <info@tofoscuba.com> wrote:

Hi Ryan,

Brodie is coming back to the UK and will be sending you our other analyser to be serviced. There is an issue with it, i think its ready wrong. This is a different one to the one you just serviced.

Thanks

Ross



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