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APD16

1 message

Nicky Finn <nicky@apdiving.com>

24 January 2023 at 14:05

To: "steve.nixon@vandagraphst.com" <steve.nixon@vandagraphst.com>, "office@viamed.co.uk" <office@viamed.co.uk>

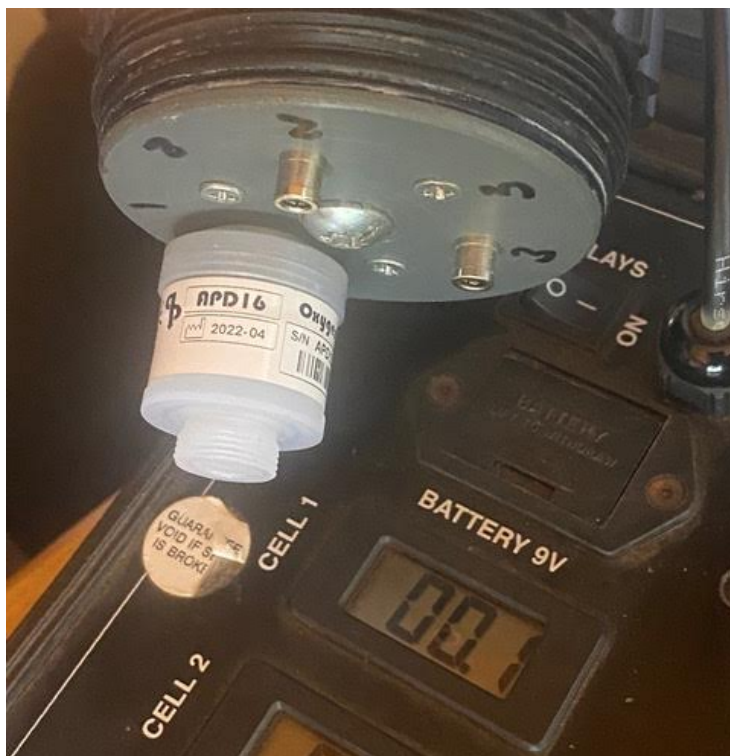
Hi Steve,

I have a situation with a customer in South Africa, they have a cell that has failed but the cost to send it back to us will outweigh the cost of a new cell. They have sent the following information and photos, I have arranged to send them a replacement cell, is there any possibility that this information will provide sufficient information to get a replacement from you?:

.... the cell has ZERO output, - dead as a dodo - he cannot get past the cell check screen, so therefore he cannot calibrate.

He also put it in the Cell Checker before speaking to you - was ZERO there too - he put it in again and we took photos. See serial no. and date on cell, and 00.1 output screen..

Hope this helps.



Thanks Steve, I look forward to hearing from you.

Best regards,

Nicky

Nicola Finn

Inspiration Product Manager

AP Diving



24/01/2023, 14:54

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