



Michael Lamb &lt;viamed.michael.lamb@gmail.com&gt;

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**New customer message on 2 February 2023 at 19:15**

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**Ryan Swaine** <office@viamed.co.uk>  
Reply-To: ryan.swaine@vandagraph.co.uk  
To: Michael Lamb <michael.lamb@vandagraph.co.uk>

6 February 2023 at 15:27

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

----- Forwarded message -----

From: **Best Spot Azores Dive Center** <[bestspot.azores@gmail.com](mailto:bestspot.azores@gmail.com)>  
Date: Mon, 6 Feb 2023 at 13:45  
Subject: Re: New customer message on 2 February 2023 at 19:15  
To: <[ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)>

Ok...

In this case is better to buy directly to vandagraph...

Let me know how can we move forward with the order

Bruno

A segunda, 6/02/2023, 12:29, Ryan Swaine <[office@viamed.co.uk](mailto:office@viamed.co.uk)> escreveu:  
Hi Bruno

It looks like you need 2x R-17VAN sensors. I can put you in contact with a client of ours in France, but you would have to pay their margin as well, so the goods would likely be more expensive.

Marea Diving  
Contact: Francis  
[mareadiving@wanadoo.fr](mailto:mareadiving@wanadoo.fr)

Best regards  
Ryan

Ryan Swaine  
General Manager  
VANDAGRAPH Ltd.  
<http://www.vandagraph.co.uk>  
Email [ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)  
Tel: +44 (0)1535 634900  
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On Mon, 6 Feb 2023 at 12:19, Best Spot Azores Dive Center <[bestspot.azores@gmail.com](mailto:bestspot.azores@gmail.com)> wrote:  
Hello Ryan.

Thank you for your reply

Then we will need to change this one and the one on our other analyzer (see photo)

Is there anyway of sending this to us without the need of passing by EU customs so we don't need to pay extra taxes on this?

Wish you the best

Bruno

A segunda, 6/02/2023, 09:54, Ryan Swaine <[office@viamed.co.uk](mailto:office@viamed.co.uk)> escreveu:  
Hi Bruno

It looks like the sensor is 4 years old, I would suggest it requires changing.

Best regards  
Ryan

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

On Fri, 3 Feb 2023 at 20:19, Best Spot Azores Dive Center <[bestspot.azores@gmail.com](mailto:bestspot.azores@gmail.com)> wrote:  
Hello Ryan

Send you a photo in attachment

Bruno

A sexta, 3/02/2023, 14:08, Ryan Swaine <[office@viamed.co.uk](mailto:office@viamed.co.uk)> escreveu:  
Dear Bruno

Thank you for your message, I am sorry your TEK-OX is not performing as it should.

Instability in the output of the sensor can be a symptom that the sensor requires changing, but it is impossible for me to say with any certainty without testing it.

Please can you let me know how old the sensor is or if you can provide me with the sensor's serial number it would help?

Best regards  
Ryan

Ryan Swaine  
General Manager  
VANDAGRAPH Ltd.  
<http://www.vandagraph.co.uk>  
Email [ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)  
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