



Ryan Swaine &lt;viamed.ryan.swaine@gmail.com&gt;

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**RE: Order Thailand JAN'23**

1 message

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**Joffrey - Aquamaster** <jtissier@aquamaster.net>

7 March 2023 at 05:42

To: ryan.swaine@vandagraph.co.uk

Cc: AQM - Keang &lt;keang@aquamaster.net&gt;

Hi Ryan,

Sorry I completely missed to follow up on your email.

How is the situation with stock? Are they available now?

Talk soon.

Regards,

Joffrey

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Joffrey Tissier

General Manager

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Diving, Snorkeling and Swimming Equipment Distributor

Main: (+66) 076 381 353

Mobile/whatsApp: (+66) 081 893 5492

Line : <https://page.line.me/aquamaster>

[www.aquamaster.net](http://www.aquamaster.net)



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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Ryan Swaine  
**Sent:** Monday, February 13, 2023 11:53 PM  
**To:** Joffrey - Aquamaster <[jtissier@aquamaster.net](mailto:jtissier@aquamaster.net)>  
**Subject:** Re: Order Thailand JAN'23

Hi Joffrey

Thank you very much.

Unfortunately we are having some stock issues, as we are waiting for a new tooling to be manufactured. Are you desperate for TEK-OX or are you placing stock orders due to the upcoming price changes? I would be happy to maintain the pricing for you until stock is ready and I should be able to spare maybe 6 or so devices if you are desperate?

I am sorry for the inconvenience.

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 Sat, 11 Feb 2023 at 03:04, Joffrey - Aquamaster <[jtissier@aquamaster.net](mailto:jtissier@aquamaster.net)> wrote:

Hi Ryan,

I hope you are well.

Please can you send me a new quote including air freight cost for the following:

- 10x 7910201 Oxygen Analyzer Tek-Ox Auto + Quick-Ox 10 107.75 0.00 1,077.50

The address details is:

Aquamaster

[43/30-32 Sunrise Rd, Moo 5](#), T. Rawai, A. Mueang

Phuket 83130, Thailand

Contact Ms. Someruedee Ngamsuwan

Tel. (+66) 061 486 2699

Thank you.

Regards,

Joffrey

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**Joffrey Tissier**

General Manager

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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Ryan Swaine

**Sent:** Friday, December 16, 2022 5:26 PM

**To:** Joffrey - Aquamaster <[jtissier@aquamaster.net](mailto:jtissier@aquamaster.net)>

**Subject:** Re: Order Thailand

Hi Joffrey

I have amended the address, the carriage costs have already been added.

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, 16 Dec 2022 at 03:11, Joffrey - Aquamaster <[jtissier@aquamaster.net](mailto:jtissier@aquamaster.net)> wrote:

Dear Ryan,

Thank you.

Please can you also quote us for the freight cost?

The address details is:

Aquamaster

[43/30-32 Sunrise Rd, Moo 5](#), T. Rawai, A. Mueang

Phuket 83130, Thailand

Contact Ms. Someruedee Ngamsuwan

Tel. (+66) 061 486 2699

Regards,

Joffrey

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**Joffrey Tissier**

General Manager

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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Ryan Swaine  
**Sent:** Monday, December 12, 2022 6:50 PM  
**To:** Joffrey - Aquamaster <[jtissier@aquamaster.net](mailto:jtissier@aquamaster.net)>  
**Subject:** Re: Order Thailand

Dear Joffrey

Thank you very much. Please find your proforma invoice attached, please can you check I have the address details correct and let me know if it requires any amendments?

Our bank details are listed at the bottom of the PI if you would like to proceed with the order.

All the items are currently available from stock.

If you have any warranty issues or any out of warranty problems with the products that can not be sorted out over emails/phone then depending on the item we may ask for it to be returned for evaluation, this can be done by simple airmail to keep the cost down.

The sensors have a warranty of 12 months from the date of invoice, for this reason we would recommend they are put into service within 6 months of purchase in order to make use of your warranty. We have very few failures, as all of our sensors are tested, but on occasion a faulty sensor would normally fail within a couple of months of use.

The TEK-OX and VN202 have a 5 year warranty against manufacturing faults, this does not include sensor, batteries and the cable on the VN202.

I look forward to your reply and please let me know if you have any questions or concerns.

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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Mob: +44 (0)7803 907117

On Fri, 9 Dec 2022 at 05:43, Joffrey - Aquamaster <[jtissier@aquamaster.net](mailto:jtissier@aquamaster.net)> wrote:

Dear Ryan,

Thank you for the prompt reply and detailed information.

We would like to proceed with the following order.

- 15x R33DE Oxygen Sensor for analox
- 5x R17VAN Sensor for TEK-Ox & VN202
- 10x TEK-OX Oxygen Analyser (inc. Sensor/Quick-Ox/Dry Box)- Auto switch-off
- 1x VN202 mkII Oxygen Analyser (inc. Sensor/Quick-Ox)- Auto switch-off

Please can you send us the PI and bank details.

Do you have the items in stock? Let me know if you have any suggestion about spare parts that we may need to carry.

Also can you let me know your procedure for warranty cases for defective units and sensors?

Thank you.

Best regards,

Joffrey

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**Joffrey Tissier**

General Manager



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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Ryan Swaine  
**Sent:** Thursday, December 8, 2022 6:44 PM  
**To:** Joffrey - Aquamaster <[jtissier@aquamaster.net](mailto:jtissier@aquamaster.net)>  
**Subject:** Re: Distribution Thailand

Dear Joffrey

Thank you very much for your messages.

We do not have a distributor for Thailand, we do not tend to work on any exclusive basis.

We would be very happy to supply you on a trade basis. Please find attached our trade prices and some product information.

With regards to the TEK-OX, I would recommend the auto off version, unless you are wanting to use the device in a mixing panel. The auto off version eliminates the risk of leaving it on in the box and depleting the batteries before the next time you need to use it. Also flat batteries can have a tendency to leak and cause more trouble.

Please note that I have supplied you with our current trade prices, we are working on a new price list for early next year, unfortunately there will be an increase in price due to increasing costs of electronic components.

I look forward to your feedback and please let me know if you have any questions.

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 Wed, 7 Dec 2022 at 09:23, Joffrey - Aquamaster <[jtissier@aquamaster.net](mailto:jtissier@aquamaster.net)> wrote:

Dear Sir,

We hope you are well.

My name is Joffrey and I'm in charge of one of the leading distributors in scuba diving gear in Thailand. We found your products online and we are interesting to introduce it to our customers in Thailand. For your reference, we are currently selling about 50 pcs of nitrox analysers per year.

Please can you let us now if you do have any distributor yet for Thailand and can you ship to Thailand? if yes, please let us know your conditions for the following items:

- 10x R33DE Oxygen Sensor
- 5x R17VAN Sensor
- 10x Tek-Ox with Quick Ox (Manual switch-off) (7910210)
- 1x VN202 mkII Oxygen Analyser with Quick Ox (7910100)

Thank you and we look forward to hearing from you soon.

Best regards,

Joffrey

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**Joffrey Tissier**

General Manager



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