



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

Re: VN202 Oxygen Sensor

1 message

Pinguim Sub <pinguim.sub@pinguimsub.pt>
To: ryan.swaine@vandagraph.co.uk

15 September 2023 at 17:00

Hi Ryan

Thank you very much for reminding me.
With the summer high season, do this.
Please send 3 cells of the same type VAN 17

Please send me the invoice to pay

Best Regards

João Rosario

*Pinguim Sub Lda
Urb. da Raminha Lote 1
8500-579 Portimão – Portugal*

Tef : + 351 917 209 235 (WhatsApp)

Office: + 351 282 485 784

Marine Salvage Base : + 351 282 492 256

E-mail: joao.rosario@pinguimsub.ptwww.pinguimsub.com – www.pinguimsub.pt

Às 10:22 de 12/09/2023, Ryan Swaine escreveu:

Hi Joao

I hope this email finds you well.

We still have a quote on our system for you, I just wanted to check in with you and see if the quotation is still valid?

I look forward to your reply.

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 Mon, 31 Jul 2023 at 15:50, Pinguim Sub <pinguim.sub@pinguimsub.pt> wrote:

Dear Ryan

Thank you very much for your offer of which I informed the customer who was delighted.
For now he wants the VAN 17 cell and if something goes wrong we will send the MK1 and accept his offer

SRS68515.

Please send me a quotation for 1 VAN 17 cell with UPS transport.

Best Regards

*João Rosário
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Às 16:18 de 11/07/2023, Ryan Swaine escreveu:

Dear Joao

We can replace the calibration dial, the cost with parts and labour would be GBP £30 EXW, if for any reason we can not fix the issue, I have some ex demo mk.1 units in our warehouse, so we could offer a service exchange for around the same price.

If you return the device, please add the following reference to the outside of the parcel: SRS68515

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, 11 Jul 2023 at 13:45, Pinguim Sub <pinguim.sub@pinguimsub.pt> wrote:

Dear Ryan It is a MK1 (cable is permanently fixed to the device)

attached a photo of the equipment

Let me know.

Best regards

*João Rosário
Pinguim Sub Lda
Urb. da Raminha Lote 1
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Às 12:18 de 11/07/2023, Ryan Swaine escreveu:

Hi João

I am pleased to say that it is repairable. Please can you tell me if it is a MK.1 (cable is permanently fixed to the device) or a MK.2 model (cable is removable from the device)?

Do you have the serial number?

I will await your reply.

Best regards
Ryan

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

On Tue, 11 Jul 2023 at 12:00, Pinguim Sub <pinguim.sub@pinguimsub.pt> wrote:

Dear Ryan

Hope all is good.

We have got a costumer with a oxygen analyser model VN202 (with a new cell the calibration adjustment button does not work)
question does this equipment have repair?
If not, what replacement model do you recommend and value.

Best Regards

*João Rosário
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