



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

Re: Info

1 message

Andrea Pierfederici <andpierf@gmail.com>
To: ryan.swaine@vandagraph.co.uk

19 September 2023 at 13:41

Thank you very much for your quick reply , tell me how much I have to pay the important thing is to receive the replacement as soon as possible

SHIPPING ADDRESS

INDIRIZZO SPEDIZIONE :

Asd Blue Shark diving

Sede operativa e spedizione

c/o Mercure Civitavecchia Sunbay Park Hotel

Via Aurelia Sud km 68.500

00053 Civitavecchia

Andrea Pierfederici

Istruttore responsabile



T. +39 339 5314956

Il giorno mar 19 set 2023 alle ore 11:15 Ryan Swaine <office@viamed.co.uk> ha scritto:

Dear Andrea

Thank you.

I suspect there is a break in the cable, I am going to send you a replacement cable, please can you confirm the delivery address?

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, 19 Sept 2023 at 08:06, Andrea Pierfederici <andpierf@gmail.com> wrote:

Good morning, today I found a new probe from a colleague of mine who has the same analyzer, we tried to replace it but the problem remains, undoubtedly the analyzer is faulty
I await instructions, consider

that I cannot work at the
Diving and it is a real problem

Andrea Pierfederici

Il mar 19 set 2023, 08:05 Andrea Pierfederici <andpierf@gmail.com> ha scritto:

Good morning, the analyzer
always remains at 0.0 and
does not show any numbers
following the indicated
procedure
Thank you

Andrea Pierfederici

Il lun 18 set 2023, 10:17 Ryan Swaine <office@viamed.co.uk> ha scritto:

Dear Andrea

Please can you run a simple test for me?

Turn the analyser on without the sensor connected and wet a finger and move your finger round the Jack Connector on the end of the cable. Please can you let me know if any numbers appear on the display while you are doing this?

Best regards
Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
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On Sun, 17 Sept 2023 at 09:13, Andrea Pierfederici <andpierf@gmail.com> wrote:

Hy Ryan,

I'm writing because yesterday I had a problem with the analyzer I bought in February as in the invoice attached.

Suddenly it stops working and I still don't know the reason, maybe it was due to the sensor oxygen, can it be that it has already been exhausted?

At this moment it is really a problem for me because I cannot work, so please let me know as soon as you can, because as I've already told I've a diving center, and for me it is important to be ready with the gas analyzer because now we are in high season.

As you can see in the photos attached the analyzer still remains on 0 with or without the sensor oxygen connection.

So if you think the sensor is exhausted I will buy another one, if you think it is something different let me know, for me it is not a problem of warranty, I know you are a very serious factory.

Looking forward to hearing from you soon

Best regards

Andrea Pierfederici

Istruttore responsabile



T. +39 339 5314956

centro immersioni - formazione subacquea - riparazione attrezzature

show room DiveSystem

Blue Shark Diving 2

CF 91079340583

P.iva 16231641008
Via Orti della Paola 25
00052 Cerveteri (Roma)
Sede operativa e spedizione
c/o Mercure Civitavecchia Sunbay Park Hotel
Via Aurelia Sud km 68.500
00053 Civitavecchia

Il giorno gio 20 lug 2023 alle ore 10:54 Ryan Swaine <office@viamed.co.uk> ha scritto:

Hi Andrew

Thank you very much for your email.

The sensors have a warranty of 12 months, but we would expect them to last 2+ years in normal use. It has been known for sensors to last up to 4 years.

We recommend putting sensors in to use within 6 months of purchase. A faulty sensor would usually fail within the first month of use.

Please do not hesitate to contact me if you have any further questions.

Best regards
Ryan

Ryan Swaine
General Manager
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Tel: +44 (0)1535 634900
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On Wed, 19 Jul 2023 at 23:19, Andrea Pierfederici <andpierf@gmail.com> wrote:

Good evening I bought an oxygen analyzer from you and it is perfect, I wonder how long the original probe lasts, in case I have to order a spare one how long I could keep it closed in its case without it getting damaged, I would not like to be without it in August
Thank you
Andrew

Andrea Pierfederici