



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

RE: Vandagraph New Order (30th November 2023) - Dive Supply Thailand

1 message

P'eau Sommer <gm@divesupply.com>

30 November 2023 at 09:52

To: Ryan - Vandagraph <ryan.swaine@vandagraph.co.uk>

Cc: DS Ning <gm-asst@divesupply.com>, "Sommer, Frank" <frank@divesupply.com>

Hi again Ryan,

I forgot to mention to please include our warranty O2 Cell Sensor (#107871) with this order.

Kind regards,

P'eau

From: P'eau Sommer [mailto:gm@divesupply.com]**Sent:** 30 November 2023 16:26**To:** 'Ryan - Vandagraph'**Cc:** 'DS Ning'; 'Sommer, Frank'**Subject:** Vandagraph New Order (30th November 2023) - Dive Supply Thailand

Dear Ryan,

I hope you are well.

Please see our new order below, which we would like to ship ASAP with your preferred courier.

| Supplier Item # | Item Name | |
|-----------------|---------------------------|----|
| 0110217 | O2Sensor R-17VAN | 5 |
| 0110429 | O2Sensor for Maxtec-250E | 3 |
| 7910111 | O2Analyzer VN202mkII, EXT | 10 |

Please let us have the proforma invoice so we can arrange a prepayment.

Have a good weekend.

Kind regards,

P'eau Sommer

General Manager

Dive Supply Co., Ltd.

88/5 Moo 10, Patak Road,

T. Chalong, A. Muang,

Phuket 83130, Thailand

Office +66 (0)76 - 383 414 ext. 26

Fax +66 (0)76 - 281 525

Web www.divesupply.com



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

From: Ryan Swaine <office@viamed.co.uk>

To: "P'eau Sommer" <gm@divesupply.com>

Cc: Michael Lamb <michael.lamb@vandagraph.co.uk>

Bcc:

Date: Sat, 11 Nov 2023 18:58:11 +0700

Subject: Re: Vandagraph Issue VN202 MKII Analyser - Dive Supply Thailand

Dear P'eau Sommer

I am very sorry for the delay in my reply.

I am very sorry you have had some trouble.

In regards to the faulty sensor, 107871, normally we would ask for it to be returned for investigation, but I understand this would be uneconomical so we will send a free of charge replacement sensor. Can we send this with your next order or do you need it straight away?

Also, we decided to check our current stock and found that we had to re-solder the green cable to the jack port on all 3 of the analysers.

Please can you tell me what the problem was with these analysers before you opened them?

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 Fri, 3 Nov 2023 at 07:50, P'eau Sommer <gm@divesupply.com> wrote:

Dear Ryan,

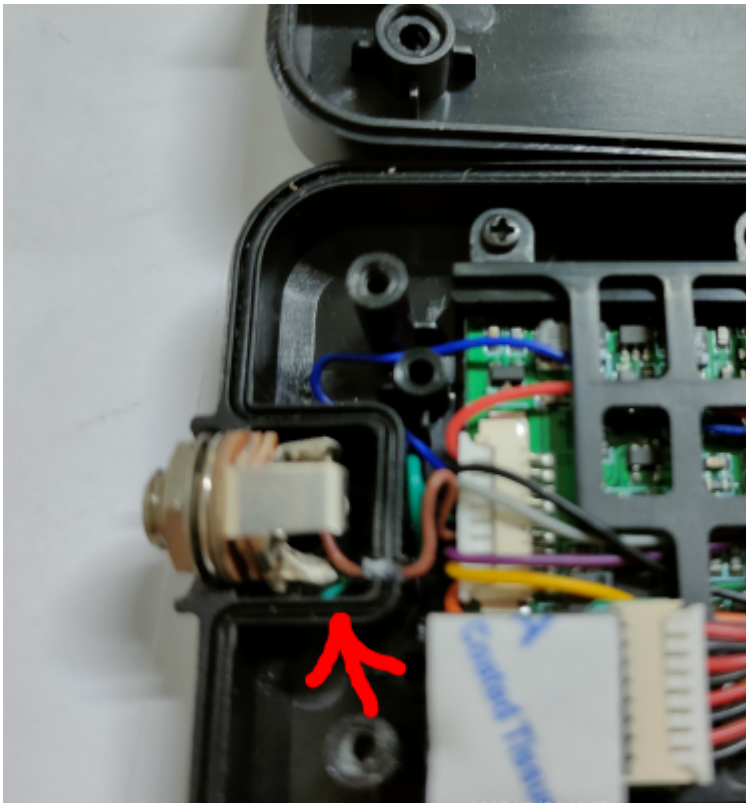
We recently received a faulty analyser from a customer who purchased a VN202 MKII Analyser on the 18/10/2023. It did not work out of the box.

The unit (S/N: 03286) we received back, which was not working also has a dead O2 cell (S/N: 107871).

We have tested the analyser (S/N: 03286) with a different cell and it works fine. So the fault is with the cell and not the analyser.

Also, we decided to check our current stock and found that we had to re-solder the green cable to the jack port on all 3 of the analysers. Please see photo below.

Thus, we will need to replace 1 UNIT of O2 Cell under warranty. Michael has just informed us that our order has been shipped. Is it possible to send the cell separately?



Kind regards,

P'eau Sommer

General Manager

Dive Supply Co., Ltd.

88/5 Moo 10, Patak Road,
T. Chalong, A. Muang,
Phuket 83130, Thailand

Office +66 (0)76 - 383 414 ext. 26

Fax +66 (0)76 - 281 525

Web www.divesupply.com



Re: Vandagraph Issue VN202 MKII Analyser - Dive Supply Thailand.eml
295K