



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

Re: Order VANWEB1782 confirmed

1 message

Per Kiran <per.kiran@online.no>
To: ryan.swaine@vandagraph.co.uk

Good morning,

A replacement will be just fine. And FYI: We have been running the previous sensor we bought from you for more than 3 years under the same conditions without any issues at all.

We have no problem returning the old sensor to you, provided you cover the cost. I don't know if you can issue a prepaid shipment label and send along with the replacement sensor, an

Brgds

On 4 Dec 2023, at 16:47, Ryan Swaine <office@viamed.co.uk> wrote:

Dear Per

I have no problem with exchanging or refunding a faulty sensor, but as I mentioned in my previous email it is highly unusual for a sensor to start reading high after 4 months. My c
problem.

Normally we would ask for the sensor to be returned, but I imagine this would be more trouble than it is worth, so please let me know if you would prefer a replacement or a refun

Kind 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, 4 Dec 2023 at 14:25, Per Kiran <per.kiran@online.no> wrote:
Hello Ryan,

The Nuvair O2 meter in use is installed onto a Coltri Nitrox compressor and the whole machine is stored in a heated 20' cargo container. It is not really airtight and there is noth

When last tested, as of yesterday, Sunday 3rd, the whole sensor was exposed to fresh air for round 45 minutes. There was NO change in the output from the sensor over this ti

The container is located somewhat remote and I'm not going to drive back there once more and go through all of this for a sensor worth 50 pund. Either you accept the reclama
these sensors for the future.

Brgds

On 4 Dec 2023, at 12:57, Ryan Swaine <office@viamed.co.uk> wrote:

Dear Per

I am sorry to hear that you are having difficulties with the R-17S1 sensor. It is very unusual for a sensor to increase output, in almost all cases a faulty sensor will drop in

Please can I ask if you are keeping the sensor/analyser in an airtight sealed container?

Sometimes sensors can go into a sleep mode when they have exhausted all the available O2, this does not harm them, but when the sensor is reintroduced to air/o2 you
can you leave the sensor exposed to room air and then try to calibrate it again and let me know how you get on?

I look forward to your reply.

Best regards
Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
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Tel: +44 (0)1535 634900
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On Sun, 3 Dec 2023 at 14:56, Per Kiran <per.kiran@online.no> wrote:
Hello,

The R-17s1 sensor in the order below was installed August 3rd this year, but have now developed a output so high it can not longer be calibrated to 20.9%. Minimum c
connected Nuvair Pro O2. The sensor worked as expected when installed, but now it seems it cannot be trusted. We expect these sensors to last 3-4 years, so what d

Surely this 4 month of operation cannot be intended lifetime for this product?

Brgds
Per Kiran
Mob: +47 4000 3130
email: per.kiran@online.no

On behalf of Kragerø Dykkeklubb

On 22 May 2023, at 07:05, Vandagraph <info@vandagraph.co.uk> wrote:



VANDAGRAPH LTD

ORDI
VANWEB1782

Thank you for your purchase!

Hi Per, we're getting your order ready to be shipped. We will notify you when it has been sent. We shall be in touch should there be any issues with stock availability.

[View your order](#) or [Visit our store](#)

Order summary



R-17S1 Oxygen Sensor (0110237) × 1 **£50.00**



R-33DE Oxygen Sensor (0110224) × 2 **£110.00**

Subtotal	£160.00
Shipping	£15.00
Taxes	£0.00

Total	£175.00 GBP
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Customer information

Shipping address

Per Kiran
Skiensgate 29
3912 Porsgrunn
Norway

Billing address

Per Kiran
Skiensgate 29
3912 Porsgrunn
Norway

Shipping method

Standard International

Payment method

 ending with 9945

If you have any questions, reply to this email or contact us at info@vandagraph.co.uk