



Michael Lamb <viamed.michael.lamb@gmail.com>

Re: Class R-22VAN O2 sensor

3 messages

Ryan Swaine <office@viamed.co.uk>
Reply-To: ryan.swaine@vandagraph.co.uk
To: c.potter13@btinternet.com
Cc: Michael Lamb <michael.lamb@vandagraph.co.uk>

12 December 2023 at 12:33

Hi Charles

Please accept my reply on behalf of my colleague Michael.

Unfortunately the R-22VAN you ordered are not suitable for use with the Alpha-1 analyser. The sensor you require looks similar but it has a much higher output which will allow you to calibrate it.

The sensor you need is the R-22SHO. We have them available from stock and we would be happy to replace the R-22VAN you have with the correct sensor if you can return it to us?

**R-22SHO Oxygen Sensor (0110229)**

Compatible with:
Alpha 1

Please Note: This sensor is not suitable for use with
Rebreathers

[Replacement of the Alpha-1 Oxygen Sensor](#)

There is no need for any covering letter, as I have logged this on our system, please just add the following reference to the outside of the parcel.

Returns reference: SRS68649

Please let me know if you have any questions.

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 Tue, 12 Dec 2023 at 12:18, Main Account <office@viamed.co.uk> wrote:

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

From: **Charles Potter** <c.potter13@btinternet.com>
Date: Tue, 12 Dec 2023 at 12:06
Subject: Class R-22VAN O2 sensor
To: <office@viamed.co.uk>

Hi Michael. I have just received the two O2 sensors. The R33DE worked as expected, however there seems to be a fault with the Class R-22VAN O2 sensor as shown in the picture, where the range is around 7 as opposed to 21. Any solution? Thanks, Charles

Ryan Swaine <office@viamed.co.uk>
Reply-To: ryan.swaine@vandagraph.co.uk
To: Charles Potter <c.potter13@btinternet.com>
Cc: Michael Lamb <michael.lamb@vandagraph.co.uk>

13 December 2023 at 14:26

Thank you Charles

I will be away from the office for a week or so, but I have left instruction with my colleagues.

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 Wed, 13 Dec 2023 at 12:49, Charles Potter <c.potter13@btinternet.com> wrote:
Ryan, posted 'sign for' this morning. Many thanks for your great customer service. Allan the best, Charles



On 12 Dec 2023, at 12:33, Ryan Swaine <office@viamed.co.uk> wrote:

Hi Charles

Please accept my reply on behalf of my colleague Michael.

Unfortunately the R-22VAN you ordered are not suitable for use with the Alpha-1 analyser. The sensor you require looks similar but it has a much higher output which will allow you to calibrate it.

The sensor you need is the R-22SHO. We have them available from stock and we would be happy to replace the R-22VAN you have with the correct sensor if you can return it to us?

<image.png>

There is no need for any covering letter, as I have logged this on our system, please just add the following reference to the outside of the parcel.

Returns reference: SRS68649

Please let me know if you have any questions.

Kind regards

Ryan

Ryan Swaine
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Mob: +44 (0)7803 907117

[Quoted text hidden]

Charles Potter <c.potter13@btinternet.com>

21 December 2023 at 16:38

To: ryan.swaine@vandagraph.co.uk, sales@vandagraph.co.uk

Hi Team, just checking whether you have dispatched replacement oxygen sensor (R-22SHO), or whether this will be dispatched in the new year? Thanks in anticipation and have a welcome seasonal break. Kind regards, Charles

On 12 Dec 2023, at 12:33, Ryan Swaine <office@viamed.co.uk> wrote:

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[Quoted text hidden]