



Ryan Swaine &lt;viamed.ryan.swaine@gmail.com&gt;

**Re: MIXCHEK repairs**

1 message

**Andrea Scaccianoce** <ascaccianoce@libero.it>

To: ryan.swaine@vandagraph.co.uk

Dear Ryan,  
before I sent you the mail I checked everywhere due to be sure that I've not it.  
Best regards  
Andrea Scaccianoce

Il giorno 26 feb 2024, alle ore 14:32, Ryan Swaine <viamedinbox@gmail.com> ha scritto:

Dear Andrea


I am sorry to hear that. I have asked our engineer to check his room, but he states he does not have it. Please can you double check that you did not remove it prior to sending us

Thank you  
Ryan

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

On Sun, 25 Feb 2024 at 16:38, Andrea Scaccianoce <ascaccianoce@libero.it> wrote:

Dear Ryan,  
today I opened the package containing the analyzer but inside I didn't find the reducer as in the picture, that was inside the analyzer. Could you please confirm me that it has in

 image  
Many thanks

Andrea Scaccianoce

Il giorno 19 feb 2024, alle ore 10:37, Ryan Swaine <viamedinbox@gmail.com> ha scritto:

Dear Andrea

You should check the calibration on the O2, but the helium side should be stable for some time.

Please find attached some calibration instructions we put together.

Best regards  
Ryan

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

On Mon, 19 Feb 2024 at 09:29, Andrea Scaccianoce <ascaccianoce@libero.it> wrote:

Dear Ryan,  
in order to be ready to check the analyzer in the best way, I'm asking you to send me the instructions concerning the right calibration.  
Many thanks

Best regards  
Andrea Scaccianoce

Il giorno 9 feb 2024, alle ore 10:29, Ryan Swaine <viamedinbox@gmail.com> ha scritto:

Dear Andrea

No problem, please get well soon and I look forward to hearing from you once you are home.

Kind regards  
Ryan

Ryan Swaine  
General Manager  
VANDAGRAPH Ltd.  
<http://www.vandagraph.co.uk>  
Email [ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)  
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On Fri, 9 Feb 2024 at 06:53, Andrea Scaccianoce <ascaccianoce@libero.it> wrote:

Dear Ryan,

I heard from my family that the analyzer is arrived. Many thanks. However I'll be not able to follow your check instructions and video that you required me for hospital.  
I'm try to do your instructions and the video as soon as possible  
Best regards  
Ciao  
Andrea Scaccianoce

Il giorno 24 gen 2024, alle ore 12:30, Andrea Scaccianoce <[ascaccianoce@libero.it](mailto:ascaccianoce@libero.it)> ha scritto:

Dear Ryan I'm so sorry for your troubles. I wish you a fast healing.  
Yes the address is correct but if you prefer you can send it to Scubalandia. Is up to you.  
Best regards  
Andrea Scaccianoce

Il giorno 23 gen 2024, alle ore 17:04, Ryan Swaine <[office@viamed.co.uk](mailto:office@viamed.co.uk)> ha scritto:

Dear Andrea

I apologise for the delay in my reply, I have been out of action for a short while while I underwent surgery on my leg after an accident.

Your analyser is still with our engineer, although we have not been able to replicate the problems you were having, we have replaced one of the precaution and continued to test the device.

We can arrange the return of your device this week. Please can I confirm if the following address is okay:

Andrea Scaccianoce [Via Pietro Mascagni, 32, Paderno Dugnano, 20037, Italy](#)

I look forward to your reply.

Kind regards  
Ryan

Ryan Swaine  
General Manager  
VANDAGRAPH Ltd.  
<http://www.vandagraph.co.uk>  
Email [ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)  
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On Tue, 23 Jan 2024 at 15:36, Andrea Scaccianoce <[ascaccianoce@libero.it](mailto:ascaccianoce@libero.it)> wrote:

Dean Ryan,  
could you please tell me the shipment schedule?  
Best regards  
Andrea Scaccianoce

Il giorno 16 gen 2024, alle ore 17:46, Andrea Scaccianoce <[ascaccianoce@libero.it](mailto:ascaccianoce@libero.it)> ha scritto:

Hello Ryan. Happy new year.  
Could you please tell me when you plan to send me back the analyzer?  
Many thanks  
Regards

Andrea Scaccianoce

Il giorno 11 dic 2023, alle ore 12:43, Ryan Swaine <[office@viamed.co.uk](mailto:office@viamed.co.uk)> ha scritto:

Dear Andrea

It is worth checking the helium reading each month, but they don't often need calibrating, they remain stable for long periods. Can you get it back from us the last time?

I have attached some calibration procedures, to do this you will need an air source and 100% helium source.

Best regards  
Ryan

Ryan Swaine  
General Manager  
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On Sun, 10 Dec 2023 at 09:31, Andrea Scaccianoce <[ascaccianoce@libero.it](mailto:ascaccianoce@libero.it)> wrote:

Dear Ryan,  
many thanks for your reply.  
Of course I'll calibrate the helium sensor.  
Do you have any special procedure on it?  
Best regards.

Andrea Scaccianoce

Il giorno 4 dic 2023, alle ore 10:25, Ryan Swaine <[office@viamed.co.uk](mailto:office@viamed.co.uk)> ha scritto:

Dear Andrea

Gmail - Re: MIXCHEK repairs

The only thing we have done with your MixChek is calibrate it and it is working fine. Because of the history, I have ask checking it to see if the calibration drifts, but so far it has not. I have also tested the device myself and I can confirm it

Since it was returned to you previously, can I ask if you have attempted to calibrate the helium sensor?

I am aiming to be at our warehouse on Wednesday, would you like me to send you a video of the device working.

Best regards  
Ryan

Ryan Swaine  
General Manager  
VANDAGRAPH Ltd.  
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Email [ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)  
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On Sun, 3 Dec 2023 at 13:02, Andrea Scaccianoce <[ascaccianoce@libero.it](mailto:ascaccianoce@libero.it)> wrote:  
Dear Ryan,  
just for your information I will be in London between 15 to 18 December. If you will be able to repair the analyzer be the instrument to my son. In positive case I will supply the address. Differently when you will be ready please send  
Many thanks  
Best regards  
Andrea Scaccianoce

Il giorno 19 ott 2023, alle ore 10:24, Ryan Swaine <[office@viamed.co.uk](mailto:office@viamed.co.uk)> ha scritto:

Dear Andrea  
  
I can confirm we have received your device and it is currently with one of our technicians. I will let you know news for you.  
  
Best regards  
Ryan  
  
Ryan Swaine  
General Manager  
VANDAGRAPH Ltd.  
<http://www.vandagraph.co.uk>  
Email [ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)  
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On Thu, 19 Oct 2023 at 08:06, Andrea Scaccianoce <[ascaccianoce@libero.it](mailto:ascaccianoce@libero.it)> wrote:  
Good morning Ryan,  
Could you please confirm me that you already received my analyzer?  
Best regards  
Andrea Scaccianoce

Il giorno 28 set 2023, alle ore 13:23, Andrea Scaccianoce <[ascaccianoce@libero.it](mailto:ascaccianoce@libero.it)> ha scritto:

Hello Ryan,  
my son already sent to your attention the analyzer due to according between you and Guido.  
Please do not send me back the product of you are not 100% sure about the total correct efficiency instrument.  
On other case please contact me to find another solutions if possible.  
My best regards  
Andrea Scaccianoce

Il giorno 21 set 2023, alle ore 15:03, Ryan Swaine <[office@viamed.co.uk](mailto:office@viamed.co.uk)> ha scritto:

Dear Andrea  
  
I have had a look on our system and I can see two repair files for your analyser with SN: 246  
  
08/03/2018  
We calibrated the device and replaced the gas line.  
  
24/05/23  
We calibrated the device and replaced the O2 sensor.  
  
You mentioned that there are major malfunctions with regards to the helium and oxygen read don't believe we found any fault on the helium side; we calibrated the device and it read cor when we tested it.  
In regards to the O2 readings, it seems you had a faulty O2 sensor, this was rectified with a replacement sensor and again tested.  
  
In regards to the battery terminals needing a shim, I was not aware of this fault and we would have used the battery compartment, as we use a mains power supply when testing and calil  
  
We would be happy to have another look at your device for you and we can almost certainly battery terminals for you. In addition to the battery terminals, I understand from my correspo with Guido that you have some issues with the O2 reading not being stable, please can you if there is anything else?

Kind regards  
Ryan

Ryan Swaine

General Manager  
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Tel: +44 (0)1535 634900  
Mob: +44 (0)7803 907117

On Tue, 19 Sept 2023 at 21:39, Andrea Scaccianoce <[ascaccianoce@libero.it](mailto:ascaccianoce@libero.it)> wrote:  
Dear Ryan,  
here there are the references I found on the box.  
Please let me know.  
Regards

Andrea Scaccianoce  
 

Il giorno 19 set 2023, alle ore 17:05, Ryan Swaine <[office@viamed.co.uk](mailto:office@viamed.co.uk)> ha scritto:

Dear Andrea

I am sorry you have continued problems with your MixChek. Please can you provide me with the serial number of your device?

Kind regards  
Ryan

Ryan Swaine  
General Manager  
VANDAGRAPH Ltd.  
<http://www.vandagraph.co.uk>  
Email [ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)  
Tel: +44 (0)1535 634900  
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On Mon, 18 Sept 2023 at 08:33, <[ascaccianoce@libero.it](mailto:ascaccianoce@libero.it)> wrote:

Dear Vandagraph UK,  
My name is SCACCIANOCE ANDREA, and a few years ago I purchased a MIXCHEK Teledyne Helium/Oxygen Analyzer.  
After a few years of working correctly, it started to show inaccuracies in the oxygen readings, which is why through Scubalandia - Arese (MI) Italy (Guido Lapucci), I sent the analyser to you for repair.  
When I received it back the first time, the instrument worked for a few weeks and then the problem occurred again, despite the purchasing of a new oxygen senso I sent it back to you a second time and it returned showing the battery compartment ruptured (later replaced by Scubalandia) and again malfunctioning on the oxygen reading, after having once again replaced the oxygen sensor.  
So, I sent it back for the third time and it returned with the Helium screw recessed and after a week, the reappearance of the oxygen problem, and some impreciseness also with the helium reading. Oxygen sensor was also replaced (3rd time)  
Sent back for the fourth time this year, the instrument returned with major malfunctions for both helium and oxygen readings and with battery contacts that only work with the addition of a shim.  
I know that Guido Lapucci (Scubalandia) contacted you and carried out countless tests, even changing more than one oxygen sensor, without managing to restore its correct operation.  
Despite his best efforts, he was forced to give up and returned my money for the last repair.  
Now I am left with an instrument that has not worked for over 3 years and having paid for repairs 3 times that have never shown to be resolving anything but worsening the situation.  
At this point, I ask you how you can help me resolve the situation. It would be my intention to send the instrument back to you one last time, if you permanently resolve the malfunctions. If this is not possible, I leave it to you to propose a different solution.  
In the meantime, in order to circumvent the costs of shipping from Italy, I will send the instrument to London by hand, and await your prompt reply.  
Please also let me know where to send the analyser. I take this opportunity to greet you.  
Yours faithfully,

Andrea Scaccianoce  
Via Pietro Mascagni, 32  
20037 Paderno Dugnano (MI)  
Italy  
Email: [ascaccianoce@libero.it](mailto:ascaccianoce@libero.it)  
M.Phone +39 3482239513

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<MixChek Callibration Procedure.pdf>

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