



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

**Re: Vandagraph**

1 message

**Brian R Goldthorpe** <brian@bgoldthorpe.me.uk>  
To: ryan.swaine@vandagraph.co.uk

11 March 2024 at 15:20

Hi Ryan,

Thanks for the update, yes that is all fine.

Just let me know your BACS details and I will do a transfer to you.

The address for return is :

Brian Goldthorpe

[9, Green Hill Drive](#)

[Bramley,](#)

[Leeds LS13 4JZ](#)

Thanks for all your help.

Brian

On 11/03/2024 14:37, Ryan Swaine wrote:

Hi Brian

I called and spoke to your brother.

We have tested the sensor and the analyser and we have found the fault is on the analyser; the cable between the sensor connector and the PCB has a break.  
We have tested the device with a new cable and it has resolved the problem.

Please find the cost of the repair below:  
Replacement of sensor wire and connector = £20  
Return postage = £6  
Total with VAT = £31.20

If you are happy to proceed, please confirm the return address as we have a few on file for you?

I will await your reply.

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  
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On Thu, 7 Mar 2024 at 23:00, Brian R Goldthorpe <[brian@bgoldthorpe.me.uk](mailto:brian@bgoldthorpe.me.uk)> wrote:

Hi Ryan

Any update on the checks ?

Thanks

Brian

On 19/02/2024 10:47, Ryan Swaine wrote:

Hi Brian

I am happy to confirm we have received them, they are currently with our engineer.  
I'll let you know once he has had the chance to check your device.

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 Mon, 19 Feb 2024 at 10:44, Brian R Goldthorpe <[brian@bgoldthorpe.me.uk](mailto:brian@bgoldthorpe.me.uk)> wrote:

Hi Ryan,

can you confirm that the sensors and analyser were received last week ?

Thanks

Brian

On 08/02/2024 16:07, Brian R Goldthorpe wrote:

Hi Ryan,

Many thanks for your help, It will probably be posted to you Wednesday of next week.

Brian

On 07/02/2024 11:21, Ryan Swaine wrote:

Hi Brian

Please accept my reply.

It is very unlikely that a broken analyser would damage the sensors. We would be happy to take a look at your analyser and sensors, there would not be any charge for this.

When you send the items to us, please add the following returns reference to the parcel: SRS688692

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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