



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

Re: Tek Ox Faulty

1 message

Courtney Ludick <courtney@kidsor.org>

12 March 2024 at 09:15

To: "ryan.swaine@vandagraph.co.uk" <ryan.swaine@vandagraph.co.uk>

Hi Ryan ,

Perfect thank you.

Please see attached the VAT certificate

Kind Regards,

Courtney Ludick**Biomedical Engineer**Kids Operating Room, [86 Kingsway East, Dundee, DD4 8SL](#)

DD: +44 (0)7552 747 831

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From: Ryan Swaine <viamedinbox@gmail.com>**Sent:** 11 March 2024 15:12**To:** Courtney Ludick <courtney@kidsor.org>**Subject:** Re: Tek Ox Faulty

Hi Courtney

No problem, please find the price below:

O2 concentrator adapter = £7

Postage = £6

Total with VAT = £15.60

In the past you have provided a charity VAT exemption form, if you can do this the total will be £13.

Please let me know if you wish to provide the form or not and I will send you a proforma invoice.

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 Mon, 11 Mar 2024 at 13:40, Courtney Ludick <courtney@kidsor.org> wrote:

Hi Ryan,

Just the tube adaptor i think, the tekox is functional just have misplaced the tube

Kind Regards,

Courtney Ludick
Biomedical Engineer
Kids Operating Room, 86 Kingsway East, Dundee, DD4 8SL
DD: +44 (0)7552 747 831



A picture containing text, person, accessory Description automatically generated

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From: Ryan Swaine <viamedinbox@gmail.com>
Sent: 08 March 2024 16:48
To: Courtney Ludick <courtney@kidsor.org>
Subject: Re: Tek Ox Faulty

Hi Courtney

Thank you very much for your email.

Please can I clarify if you just need the tubing with the adapter or do you require the TEK-OX analyser and adapter?

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
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On Fri, 8 Mar 2024 at 10:41, Courtney Ludick <courtney@kidsor.org> wrote:

Good Morning Ryan,
Hope you are well.

I was wondering if it would be possible to purchase a another tube connector the tekox?

Kind Regards,

Courtney Ludick

Biomedical Engineer

Kids Operating Room, 86 Kingsway East, Dundee, DD4 8SL

DD: +44 (0)7552 747 831

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From: Ryan Swaine <viamedinbox@gmail.com>**Sent:** 06 February 2024 12:34**To:** Courtney Ludick <courtney@kidsor.org>**Subject:** Re: Tek Ox Faulty

Hi Courtney

I am glad it is okay now, but please never hesitate to contact me if you have any questions or concerns.

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, 6 Feb 2024 at 09:32, Courtney Ludick <courtney@kidsor.org> wrote:

Hi Ryan,

The device turns on but reads at 0 even after turning the dial to adjust.

I don't believe they have been replaced - i have just replaced it and it seems to be functioning perfectly now!

Sorry for the inconvenience

Kind Regards,

Courtney Ludick**Biomedical Engineer**

Kids Operating Room, 86 Kingsway East, Dundee, DD4 8SL

DD: +44 (0)7552 747 831

 A picture containing text, person, accessory Description automatically generated**Disclaimer**

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From: Ryan Swaine <viamedinbox@gmail.com>**Sent:** 05 February 2024 12:06**To:** Courtney Ludick <courtney@kidsor.org>**Subject:** Re: Tek Ox Faulty

Hi Courtney

I am sorry to hear you are having some problems.

Please can you let me know specifically what the problem is? As an example, does it not turn on or if turned on can you not reach calibration?

The device has a 5 year warranty, but this does not include the sensor and batteries. Please can you let me know if the sensor and batteries have been replaced since you purchased the device?

Please can you provide me with the serial number of the device and the sensor if possible?

I will await your reply.

Best regards
Ryan

Ryan Swaine
General Manager
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On Mon, 5 Feb 2024 at 11:46, Courtney Ludick <courtney@kidsor.org> wrote:

Good Morning

I hope this email finds you well. My name is Courtney from KidsOR , and I am writing to you as a customer who purchased one of your products in 2020.

However, I am currently experiencing an issue with the product I purchased in 2020. Unfortunately, it seems to have developed a fault, and I am seeking your assistance in addressing the matter. The product in question is the tekox.

Additionally, I would be grateful if you could provide information on the warranty coverage for this particular product and any documentation or forms required for warranty claims.

If there are any specific troubleshooting steps or tests you would like me to perform before proceeding further, please let me know.

I look forward to your prompt response and appreciate your attention to this matter. Thank you for your time and assistance.

Best regards,

Kind Regards,

Courtney Ludick
Biomedical Engineer
Kids Operating Room, [86 Kingsway East, Dundee, DD4 8SL](#)
DD: +44 (0)7552 747 831



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