



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

mlinke Question about the R-33DE sensor

Mariusz z mlinke.eu <sklep@mariuszlinke.pl>
To: ryan.swaine@vandagraph.co.uk

18 April 2024 at 14:35

Hi Ryan,
It's nice to hear from you again. Loads of thanks for your great work.
I would like you to add to my parcel the following items I need:
2*R17 VAN
1*R22 VAN
I'm looking forward to your reply with an invoice to pay.
Have a nice day,
Mariusz

sklep@mariuszlinke.pl

facebook: [mlinke sidemount](#)
tel. 0048 793 540 230



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W dniu 17-04-2024 12:40, Ryan Swaine napisał(a):

Hi Mariusz

The sensor is faulty, we have replaced it and the device tests okay, but I would advise the battery is changed, as it is showing low.

We will arrange to send it back to you very soon.
Please let me know if there are any items you need that you would like us to add to the parcel.

Best regards
Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.

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

On Mon, 1 Apr 2024 at 13:49, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

Dear Mariusz

Further to the correspondence you have had with my colleague Michael.

The sensor is still in warranty, we would be happy to test it and replace it if required. If you are certain the analyser is okay and it is functioning as it should with another sensor, then there is no need to send it to us, you can just return the sensor.

In regards to duties, if we send you a replacement sensor, we can cover your importation costs.

Best regards
Ryan

Ryan Swaine
General Manager
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On Wed, 27 Mar 2024 at 13:49, Mariusz z [mlinke.eu](mailto:sklep@mariuszlinke.pl) <sklep@mariuszlinke.pl> wrote:

Good afternoon,

I'd like to make a complaint about the R-33DE sensor (CLASS 0110224, S/N 928771, C3).

The customer bought this sensor from me in June 2023. He claims that it didn't work properly from the very beginning. He used it with the Analox analyzer. The analyzer works properly, it was checked with another sensor. The customer sent me the sensor back as a complaint (together with the analyzer).

My question is - can I send you the sensor together with the analyzer so that you can check it? If so, if you send it back to me, is it certain that I won't have to pay customs duties?

Best regards,
mlinke ;)

sklep@mariuszlinke.pl

facebook: [mlinke sidemount](#)
tel. 0048 793 540 230



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W dniu 06-02-2024 21:18, Michael Lamb napisał(a):

Please find attached Vandagraph Invoice(s) RAN148001-1.pdf

Should you have any queries please do not hesitate to contact us

Kind Regards

Michael Lamb

michael.lamb@vandagraph.co.uk