



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

Re: Question about Tek-Ox analyser

1 message

Ryan Swaine <ryan.swaine@vandagraph.co.uk>
Reply-To: ryan.swaine@vandagraph.co.uk
To: info@scubashop.ch

28 November 2023 at 15:06

Thank you Sandrine

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, 28 Nov 2023 at 15:04, <info@scubashop.ch> wrote:

You can send it with our next order! Many thanks for your help!

Regards

Sandrine

Scuba-Shop SA
Route d'Arvel 106
CH-1844 Villeneuve
www.scubashop.ch
+41 21 960 15 35

Ma-Ve: 9h-12h / 14h-18h30, JE: Fermeture à 19h30

Sa : 8h-16h

Di-Lu : Fermé

De : Main Account <viamedinbox@gmail.com> **De la part de** Ryan Swaine
Envoyé : Dienstag, 28. November 2023 16:01
À : Scuba-Shop Villeneuve <info@scubashop.ch>
Objet : Re: Question about Tek-Ox analyser

Dear Sandrine

I can send you a sensor, would you like it with your next order or do you need it sent straight away?

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 Tue, 28 Nov 2023 at 12:56, Scuba-Shop Villeneuve <info@scubashop.ch> wrote:

Yes the analyser is ok, the sensor is faulty.

Tank you ☺
Kind regards

Sandrine

Scuba-Shop SA
Route d'Arvel 106
CH-1844 Villeneuve
Tel.: 021 960 15 35
info@scubashop.ch

De : Main Account [<mailto:viamedinbox@gmail.com>] **De la part de** Ryan Swaine
Envoyé : Dienstag, 28. November 2023 13:14
À : info@scubashop.ch
Objet : Re: Question about Tek-Ox analyser

Dear Sandrine

Can I confirm that the analyser is okay, it is just the sensor that is faulty? If so, we can arrange to send you a replacement sensor.

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 Tue, 28 Nov 2023 at 07:40, <info@scubashop.ch> wrote:

Thank you for your answer, yes, we have changed the sensor which seems to be the defective

Kind regards

Sandrine

De : Main Account <viamedinbox@gmail.com> **De la part de** Ryan Swaine

Envoyé : Montag, 27. November 2023 16:36

À : info@scubashop.ch

Objet : Re: Question about Tek-Ox analyser

Dear Sandrine

I apologise for my very late reply, I have been away from the office and your email was missed.

Can I clarify if it is the sensor or the analyser that has the problem? Are you able to exchange the sensor?

Best regards

Ryan

Ryan Swaine
International Sales Manager
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GDPR / Privacy Policy available at www.viamed.co.uk/policy

On Thu, 16 Nov 2023 at 09:12, <info@scubashop.ch> wrote:

Kom : SSV

Good Morning,

We wanted to sell a new Tek-Ox analyzer from our stock arrived with the last delivery (December 2022). The sensor S/N 107189 installed in the Tek-Ox analyzer Ser. No. Tx 3853 is defective and only shows 0.0. It's not possible to calibrate it or use it.

Please let me know what we can do

Kind regards

Sandrine

Scuba-Shop SA

Route d'Arvel 106

CH-1844 Villeneuve

www.scubashop.ch

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