



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

**Re: Problem with Tek-Ox Analyzer**

1 message

**Koen Van Pelt** <vanpeltkoen@gmail.com>

8 May 2024 at 22:11

To: ryan.swaine@vandagraph.co.uk

Hello Ryan,

Thank you for your mail.  
Ok for me to proceed with the repair and the replacement of the sensor.

Please note my invoice and shipment info:

Koen Van Pelt  
[Laarhofstraat 143](#)  
[2627 Schelle](#)  
[Belgium](#)

Kind regards,  
Koen

Op 8 mei 2024 om 18:30 heeft Ryan Swaine <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> het volgende geschreven:

Dear Koen

Our engineer has assessed your device.  
It looks like there has been a battery leak, the contacts have signs of corrosion, which has spread up the wiring harness. Thankfully we caught it before it got to the PCB.

Please find a quotation for the repair attached. Please let me know if you would like to proceed or if you have any questions?

The sensor is working okay, but I believe it is very near the end of its life. I have added a sensor to the quotation, but I can remove this if you would prefer?

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 Mon, 22 Apr 2024 at 11:40, Ryan Swaine <[ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)> wrote:

Thank you Koen

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, 22 Apr 2024 at 11:28, Koen Van Pelt <[vanpeltkoen@gmail.com](mailto:vanpeltkoen@gmail.com)> wrote:

Hi Ryan,

It's on its way to Vandagraph.

I don't have a tracking number - the difference between an affordable shipment to the UK, or times 5.

I'll be here from you soon.

Kind regards,  
Koen

Op vr 19 apr 2024 om 12:10 schreef Ryan Swaine <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)>:

Hi Koen

I think it would be best if you return the device to us and we will take a look at it for you.

Please can you add the following reference to the parcel: SRS68758

Address:

Vandagraph  
15 Station Road  
Cross Hills, Keighley  
BD20 7DT  
United Kingdom

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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Mob: +44 (0)7803 907117

On Fri, 19 Apr 2024 at 10:42, Koen Van Pelt <[vanpeltkoen@gmail.com](mailto:vanpeltkoen@gmail.com)> wrote:

Hi Ryan,

Thank you for your quick reply.  
The battery contacts appear to be okay.  
Next step?

Kind regards,  
Koen

Op do 18 apr 2024 om 16:34 schreef Ryan Swaine <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)>:

Hi Koen

I am sorry you are having issues with the TEK-OX.

It could be an issue with the battery contacts, please can you check if there is any residue or corrosion on them that can be wiped off.

If the battery contacts appear to be okay, then we can take a look at it for you. The TEK-OX are fully repairable and we try and do this as economically as possible. We would always quote before repair.

Please let me know how you get on and if you would like to return your device.

Best regards  
Ryan

Ryan Swaine  
General Manager  
VANDAGRAPH Ltd.  
<http://www.vandagraph.co.uk>  
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On Thu, 18 Apr 2024 at 15:12, Koen Van Pelt <[vanpeltkoen@gmail.com](mailto:vanpeltkoen@gmail.com)> wrote:

Hello,

My Tek-Ox Oxygen Analyzer doesn't power up anymore (no display). According to the manual, it can have 3 causes:

- Not switched on --> I've tried but it doesn't power up.
- Battery exhausted --> I've tried new batteries, but same result.
- Batteries in wrong way --> doubled checked, and they are in the right way.

Can there be another reason why it doesn't function anymore, apart from being total loss (let's hope not)?

Thanks in advance.

Koen VAN PELT  
Belgium

<QAN149830.pdf>