



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

Re: Vandagraph oxygen analyser

1 message

Gregory Bonds <gregoryb007@hotmail.com>

15 May 2024 at 11:39

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

Hello Ryan

I may have found the reason. Attached is the delivery note I found for the sensor its over 6 years old. So I haven't used this sensor in over 5 years at least. Could you please send and invoice me for a new sensor please if you agree this is the most likely reason.

regards

Gregory

From: Ryan Swaine <viamedinbox@gmail.com>**Sent:** 14 May 2024 11:49**To:** Gregory Bonds <gregoryb007@hotmail.com>**Subject:** Re: Vandagraph oxygen analyser

Hi Gregory

I am very sorry that Royal Mail left it on your doorstep, we send them by recorded delivery to avoid these types of problems.

In regards to the sensor not working, that is disappointing, we would have tested it, but you never can tell how long they are going to last.

It sounds like purchasing a new sensor would be okay, no need to return the analyser, but before you do please can you try removing the sensor and refitting it? Just in case it has had a heavy jolt when being thrown around by Royal Mail?

In regards to maintenance, I would recommend that the batteries are changed once a year, this should eliminate any potential issues related to leaky batteries.

Best regards
Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
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Tel: +44 (0)1535 634900
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On Mon, 13 May 2024 at 10:57, Gregory Bonds <gregoryb007@hotmail.com> wrote:

Hello Ryan

I hope all is well. Firstly thanks for fixing my TEK- OX. I have had it a while but only just got around to putting it together. Wasn't best pleased to come back from Holland and find it in the middle of path to my front door I didnt understand why Royal mail didnt leave a card and take it to the sorting office as they would normally do.

having put it together all lights are on but nobody is at home it just stays at 0.0. I am assuming that the R17 van analyser has expired somehow , although i hadnt really used it.

So I am wondering if I should send the whole thing back to you and you put in a R17 or if i should just order a R17 and try that. Please advice it would also be good to know what you think and get some instructions of how to take better care of it.

I await your response

regards

Gregory

PS thanks also for the new case appreciated !!

From: Ryan Swaine <viamedinbox@gmail.com>
Sent: 16 April 2024 10:14
To: Gregory Bonds <gregoryb007@hotmail.com>
Subject: Re: Vandagraph oxygen analyser

Hi Gregory

I am glad you managed to locate your working sensor, please find the amended quote attached.

You should receive a payment link shortly.

Best regards
Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
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On Mon, 15 Apr 2024 at 18:11, Gregory Bonds <gregoryb007@hotmail.com> wrote:
Hello Ryan

Thanks for having a look at my analyser and for the quote. I found my sensor R17 VAN so would like you to remove this from the quotation and please do send me a link for the repairs.

regards

gregory bonds

From: Ryan Swaine <viamedinbox@gmail.com>
Sent: 10 April 2024 15:11
To: Gregory Bonds <gregoryb007@hotmail.com>
Subject: Re: Vandagraph oxygen analyser

Dear Gregory

Our engineer has assessed your TEK-OX.

There are signs of a battery leak, we would recommend that we replace the battery contacts and wiring harness. It also requires a sensor.

I have attached a quotation for your approval.

If you are happy to proceed, I will send you a payment link where you can make a card payment or you can make your payment to the details listed at the bottom of the quotation.

I look forward to hearing from you and please do not hesitate to contact me if you have any questions.

Kind regards
Ryan

Ryan Swaine
General Manager
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Tel: +44 (0)1535 634900
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On Tue, 2 Apr 2024 at 10:03, Gregory Bonds <gregoryb007@hotmail.com> wrote:

Gregory Bonds
[134 Killearn Road](#)
[London](#)
[SE61BW](#)

Could you please let me know first what the cost of repair is first and what caused the issue
Thanks regards Gregory

Sent from [Outlook for Android](#)

From: Michael Lamb <michael.lamb@vandagraph.co.uk>
Sent: Tuesday, April 2, 2024 9:29:37 AM
To: gregoryb007@hotmail.com <gregoryb007@hotmail.com>
Subject: Vandagraph oxygen analyser

Good morning,

We have received your analyser and are passing it to over to our production team for inspection and repair.

Can you please send me your full name and address details so we can add you onto our system

Kind regards,

Michael Lamb
Vandagraph

 **analyserinvoice.pdf**
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