

New customer message on 4 June 2024 at 20:28

Vandagraph (Shopify) <mailer@shopify.com>
Reply-To: knut.holm28@gmail.com
To: info@vandagraph.co.uk

4 June 2024 at 20:28

You received a new message from your online store's contact form.

Country Code:

SE

Name:

Knut Holm

Email:knut.holm28@gmail.com**Phone Number:**

0046723878127

Message:

Hello,

I recently bought a new oxygen sensor directly from your website. I have your Tek-Ox, and the old sensor probably aged out; it has been two years since the last replacement, the display was reading zero all the times. So everything was indicating that I just need a new sensor.

So I ordered a new one, installed it, however the display is still reading 0.

This was not my first sensor replacement, I've done that before and I consider it as a fairly easy task, so I don't think I did anything wrong.

I tried to replace batteries as well (even though nothing was indicating that it is a battery problem), and rotate the sensor while being inside according to the manual. The problem persists.

I don't know how to troubleshoot the problem further; can it be a problem with the new sensor, or is it more likely a problem with the device itself? Can you advise please what to do in this situation?

Serial number of the new sensor is: 110309 (sensor type R-17VAN).

Thank you very much.

Best regards

Knut Holm