



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

RE: FW: Ref DS 72961 Tek-OX analyser

1 message

David <service@divesupply.com>
To: ryan.swaine@vandagraph.co.uk

24 June 2024 at 11:44

Hi Ryan,

Yes, as long as we can take it apart we can solder in the new part.

Best Regards
David Ottaway

Workshop Manager

Dive Supply (Phuket)

076 383 414-6 EXT 21

From: Ryan Swaine [mailto:ryan.swaine@vandagraph.co.uk]
Sent: 24 June 2024 17:36
To: David
Subject: Re: FW: Ref DS 72961 Tek-OX analyser

Hi David

Yes, we would be happy to do that, are you okay soldering the part in place?

I need to check, but I think they are sealed in place.

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
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On Mon, 24 Jun 2024 at 11:16, David <service@divesupply.com> wrote:

Hi Ryan,

Is it possible that you can send the part to us and we can repair it here?

It's quite expensive to send the analyser back to the UK from Thailand and then we will have to pay customs & import duties when it's sent back again.

Best Regards
David Ottaway

Workshop Manager
Dive Supply (Phuket)
076 383 414-6 EXT 21

From: Ryan Swaine [mailto:ryan.swaine@vandagraph.co.uk]
Sent: 24 June 2024 16:20
To: David
Subject: Re: FW: Ref DS 72961 Tek-OX analyser

Hi David

Thank you for your email.

I am sorry your clients have experienced a problem, I have to say that we have never seen this fault before and we will repair it under warranty.

Please can you send it to us with the following repair reference: SRS68825

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 Mon, 24 Jun 2024 at 05:48, David <service@divesupply.com> wrote:

Hi Ryan,

We have received a Tek-OX analyser which was not reading correctly and when I opened it to remove the O2 cell the internal portion of the jack plug fell out. See attached photos.

The analyser was sold to the customer on 27/12/2022.

Is this repairable / covered by warranty.

There is no evidence of customer abuse/tampering and the analyser still has the original batteries /O2 cell fitted.

Serial number: 3830

Best Regards
David Ottaway

Workshop Manager

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