



Knut Holm

 **CID29001** Opera **CID29001** Type:**Vandagraph Retail**
Knut Holm Annedalsgatan 23, , Degerfors, , 693 34, Sweden
Tel **0046723878127** GBP Retail Price List Vandagraph (0010)
Proforma Credit Limit 0.00GBP

 Log Call

Add Issue

-  Account Home

 Main Details

 Account Memos

 Sales History

 Stock References

 Cust./Supp. Returns

 Service Visits

 Distributor Agreements
-  Documents Files

 Linked Issues

 Regulatory Agreements

SRS68808

SRS Created : 05 Jun 2024
Created By Michael Lamb
Add Watch

- [Print Barcodes](#)
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- [Split Items into Different SRS Numbers](#)
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Upload Document to SRS

ADD DOCUMENT TO SRS :
Document Description

Choose a file to upload:

Choose file

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Next

Handle with care

Add Items to Supplier Returns Box

Add

☐ Return for Credit / Return to Stock Unopened - will apply to all items on srs

☐ Clear From System - Force from System. - will apply to all items on srs

Add notes to SRS

Add Notes

Uploaded Documents

05 Jun 2024   SRS68808 SRN Michael Lamb

Service Repair Sheet 68808		Notes
Company / Hospital	Knut Holm	05/Jun/2024 Michael Lamb
Contact Name	Knut Holm	05/Jun/2024 Michael Lamb
Department		Hello,
Position		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.
Company Phone	0046723878127	So I ordered a new one, installed it, however the display is still reading 0.
Direct Phone	0046723878127	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.
Opera Account	CID29001	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.
Email	knut.holm28@gmail.com	I don t know how to troubleshoot the probem further; can it be a problem with the new sensor, or is it more likely a problem with the device itslef? Can you advice please what to do in this situation?
Order Number		
Viamed ORD Number		
Date Received Into building	17 Jun 2024	
Type	Quote Before Repair Move to Repair	
Issues?	334214	

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

Thank you very much.

Best regards
Knut Holm
17/Jun/2024 Robert Connor
Received 1 x tek-ox s/n TX3147, with blue tee and hard yellow plastic carry case.
26/Jun/2024 Catherine Spence
Engineers room

LINKED ISSUE NOTES:
[334214](#):
AutoGenerated Issue SRS68808 Appears to be Complete

Items for Repair

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SRN	Equipment	Stock Reference	Barcode	Serialnumber	Description	Warranty New	Warranty Repair	Status	Repair Code	Time (H:M)
SRN36499	Vandagraph Tek Ox	7910211 Requires Service Manual Linking in System	 1389541	TX3147	Oxygen Analyser Tek-Ox	No	No	No Fault Found 03 Jul 2024 Michael Green	No Fault Found	00:00

SRN36499 Engineer Notes: **INTERNAL NOTES not for customer discussion**
26/Jun/2024 Michael Green
The Tek-Ox analyser has been tested. The fault could not be reproduced, the unit worked as expected. As a precaution, all contacts will be cleaned and the unit will be retested.

Currently Viewing ITEM SRN36499 Vandagraph Tek Ox 7910211 TX3147 Oxygen Analyser Tek-Ox

[Create a Meeting Issue](#)

Items Requested for Repair	Item notes	Engineer Notes	Notes To Customer
	The Tek-Ox analyser has been tested. No fault was found. The battery contacts have been cleaned and the batteries have been replaced.	26/Jun/2024 Michael Green The Tek-Ox analyser has been tested. The fault could not be reproduced, the unit worked as expected. As a precaution, all contacts will be cleaned and the unit will be retested.	The Tek-Ox analyser has been tested. No fault was found. The battery contacts have been cleaned and the batteries have been replaced.

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