



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

Re: Parcel SRS68882

1 message

Armin Keller <arminsabine@me.com>

6 September 2024 at 11:12

To: ryan.swaine@vandagraph.co.uk

Dear Ryan

I had the analyser for a couple of years in Raja Ampat with a very high humidity ... what a pity!

With a heavy heart I accept your offer (£129), please send me your payment link. Can you send the parcel later in a way, that I don't have to pay high customs fees?

Thank you

Best regards
Armin

Under the circumstances the only service we can offer is a service exchange device. You would essentially receive a new device, but we can place it in your existing case and with your Quick-Ox sampler to help reduce the costs.

TEK-OX (new, supplied as a service exchange) supplied with your existing box and quick-ox = GBP £115
Delivery = GBP £14
Total = GBP £129

Please let me know if you have any questions or if you would like to proceed. I will send you a payment link for card payment if you would like to move forward.

Kind 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 Tue, 3 Sept 2024 at 12:04, Armin Keller <arminsabine@me.com> wrote:

Dear Ryan

I sent you my broken analysis on August 22nd and wanted to ask, if there is any news yet.

Thank you

Best regards

Armin Keller

Am 22.08.2024 um 16:39 schrieb Ryan Swaine <ryan.swaine@vandagraph.co.uk>:

Dear Armin

Please post the device to the address below:

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

Please add the following reference to the parcel: SRS68882

Kind 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 Thu, 22 Aug 2024 at 15:26, Sabine Kaufmann & Armin Keller <arminsabine@gmx.net> wrote:

Dear Ryan Swaine

Thank you for your quick reply! I'm interested in a repair - if possible and I am sending you my contact details here:

Armin Keller
Burgstrasse 18A
CH-4410 Liestal
Switzerland

+4179 376 60 31
arminsabine@gmx.net

Best regards

Armin Keller

Gesendet: Donnerstag, 22. August 2024 um 11:57 Uhr
Von: "Ryan Swaine" <ryan.swaine@vandagraph.co.uk>
An: arminsabine@gmx.net
Betreff: Re: New customer message on 21 August 2024 at 17:28

Dear Armin Keller

I am sorry to hear about your analyser. The good news is that it has been designed to be fully repairable.

Unfortunately we can not tell, without seeing the device, how much damage has been done from the batteries. The longer they are left leaking the more the corrosion spreads through the wiring.

We always try to repair our analysers as economically as possible and we would always offer you a quotation before undertaking the repair.

If you would like to send your device in for evaluation/repair, please can you send me your complete address and I will set up a repair file and send you a reference.

I look forward to hearing from you.

Kind regards
Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
<http://www.vandagraph.co.uk>
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Mob: +44 (0)7803 907117

On Wed, 21 Aug 2024 at 17:28, Vandagraph (Shopify) <mailer@shopify.com> wrote:

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

Country Code:

CH

Name:

Armin Keller

Email:

arminsabine@gmx.net

Phone Number:

0041793766031

Message:

Hello

I have your oxygen analyser already a few years, but I left the batteries in the device and they have now leaked. The device can no longer be switched on even with new batteries.

Questions:

1. Does it make sense to send the device in for repairs?
2. Can I “just” buy the analyzer without the box?

Best regards from Switzerland, Armin