



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

Re: Tek-ox fault

1 message

Myles Work <myles@brothersdiving.com>
To: ryan.swaine@vandagraph.co.uk

10 September 2024 at 16:09

Hi Ryan, our address is as below. Many thanks for your help with this strange fault, we will let you know when it's arrived if it works.

Brothers Diving S.C.P.
[Calle las dalias 12](#)
C.C. San Agustín, Local 48
Maspalomas
35100
Las Palmas.
Gran Canaria.
Spain.

Regards

Myles
Brothers Diving Team
(+34) 681161661 | www.brothersdiving.com

On 10 Sep 2024, at 15:28, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

Hi Myles

That is an unusual fault.
Please can you let me know your address details and I will post you a new battery door and screws, hopefully this will resolve the issue.

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 Tue, 10 Sept 2024 at 13:48, Myles Work <myles@brothersdiving.com> wrote:

Hi Ryan, we found out it's working only when the battery compartment cover is partially unscrewed and it works fine, however we fully close the screws and it does not work 😊.
Perhaps this can be repaired easily?
Regards

Myles
Brothers Diving Team
(+34) 681161661 | www.brothersdiving.com

On 9 Sep 2024, at 18:57, Myles Work <myles@brothersdiving.com> wrote:

Hi Ryan, thanks for reply, will check serial number tomorrow when back in work and I saw no battery residue but will check again tomorrow.
Regards

Myles
Brothers Diving Team

(+34) 681161661 | www.brothersdiving.com

On 9 Sep 2024, at 17:03, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

Hi Myles

I am sorry it is not working, but they are nearly always repairable.

Please can you check to see if there are any signs of a battery leak or any residue on the battery contacts that may be preventing the new batteries creating a contact and turnin the device on?

Please can you let me know the serial number of the device?

I will await your reply.

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 Mon, 9 Sept 2024 at 16:58, Myles Work <myles@brothersdiving.com> wrote:

Hi, we bought this unit as a spare unit (hardly used) about 2.5 years ago, it has resided in its box on a self for most of the time since we bought it. Unfortunately today it refuses to turn on, I immediately put brand new batteries in it and it still won't turn on.

My question is are these serviceable and what are the approximate costs for repair? Or is it better to buy a new unit?

Regards
Myles
Co-owner Brothers Diving
Gran Canaria

Sent from my iPhone