



Ryan Swaine &lt;viamed.ryan.swaine@gmail.com&gt;

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**Re: Duikshop Galicia Order (Ref PO03645)**

1 message

**Steven Galicia** <info@galicia.be>

30 September 2024 at 09:47

To: "ryan.swaine@vandagraph.co.uk" &lt;ryan.swaine@vandagraph.co.uk&gt;

Hello Ryan,

The users will probably have to replace batteries to often, so we will wait for the new version.

Please let us know when they are ready.

And now just go ahead with the rest of the order.

Thanks,

Steven

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**Van:** Ryan Swaine <[ryan.swaine@vandagraph.co.uk](mailto:ryan.swaine@vandagraph.co.uk)>**Datum:** maandag, 30 september 2024 om 10:40**Aan:** Steven Galicia <[info@galicia.be](mailto:info@galicia.be)>**Onderwerp:** Re: Duikshop Galicia Order (Ref PO03645)

Dear Steven

Thank you very much for your recent order.

Unfortunately, I must inform you that we are experiencing delays in the production of the VN202 analysers. As a result, we can only fulfil orders from our remaining stock until the production issues are resolved, which may take a few months.

Currently, we do not have any stock of the Auto Switch-Off model, but we do have some stock available of the Manual Switch-Off model.

**Could you please let us know if you would prefer to cancel the VN202 from your order, or if you would like to switch to the Manual Switch-Off version instead?**

In the interest of transparency, I'd like to explain the situation further. We have kept this information confidential, but I believe you deserve an update. Recently, we made design modifications to the electronics in both the TEK-OX and VN202 devices. Please note that these changes do not affect the current stock of the VN202.

Due to these updates, the devices need to be retested at a third-party facility. While the new version of the TEK-OX has passed testing, the updated VN202 unfortunately did not. We are actively working on modifications to resolve the issue, and the device is now in the retesting

phase. This process is subject to some delays, and until we receive a positive test result, we are unable to restart production or provide an exact timeline.

I sincerely apologise for the inconvenience this may cause. Please rest assured that we are doing everything we can to resume VN202 production as soon as possible.

Thank you for your understanding, and I look forward to hearing how you would like to proceed with your order.

Kind regards  
Ryan

Ryan Swaine

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On Sun, 29 Sept 2024 at 10:00, Steven <[steven@galicia.be](mailto:steven@galicia.be)> wrote:

Over Inkooporder : **PO03645**

Verzonden door **Duikshop Galicia** gebruik  
makende van **BizzCloud**

Hello Vandagraph,

Here is a purchase order confirmation from Duikshop Galicia:

**| REFERENCES**

Order number: **PO03645**

Order total: **963.6 EUR**

Order date: 2024-09-29 08:57:40

Your contact: [Steven](#)

If you have any question, do not hesitate to contact us.

Thank you!

**DUIKSHOP GALICIA**

Duikshop Galicia

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