



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

Re: VN202 Problem

1 message

Club de Buceo BurbuSub <buceoburbujas@gmail.com>

4 October 2024 at 09:21

To: "ryan.swaine@vandagraph.co.uk" <ryan.swaine@vandagraph.co.uk>

I recibes the cover but IS diferent...

El jueves, 26 de septiembre de 2024, Club de Buceo BurbuSub <buceoburbujas@gmail.com> escribió:

Good afternoon,

Yes, it seems that with the new sensor it can be calibrated, thank you.

I hope to get the battery cover as soon as possible and without customs problems.

Thank you

El jue, 26 sept 2024 a las 11:32, Ryan Swaine (<ryan.swaine@vandagraph.co.uk>) escribió:

Dear Sergio

I sincerely apologize for the missing battery cover. I can't believe it was sent back to you without it. I will ensure a replacement is sent to you right away.

Regarding the calibration issue, it appears that the sensor in your video is the old one. Could you please try using the new sensor that was sent to you? This should resolve the problem.

Please let me know how it goes.

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 Thu, 26 Sept 2024 at 01:51, Club de Buceo BurbuSub <buceoburbujas@gmail.com> wrote:

Good evening, I received the device today.

I have 2 problems:

The first is that it came without a battery cover, I'm sure I sent it with it (you can see it in the photo).

The second is that it still can't be calibrated and that was the reason I sent it back (you can see it in the video) .

El vie, 30 ago 2024 a las 11:56, Ryan Swaine (<ryan.swaine@vandagraph.co.uk>) escribió:

Dear Sergio

Please find your payment link below:

https://app.squareup.com/pay-invoice/inv:0-ChBdpXPkP_5HU4YxERKOzNMbElgN

Best regards
Ryan

Ryan Swaine
General Manager
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On Thu, 29 Aug 2024 at 15:53, Club de Buceo BurbuSub <buceoburbujas@gmail.com> wrote:

I reiterate my previous message, I will file a complaint about this, as I told you, send me the link to pay and send me the product please.

Thanks

El jue, 29 ago 2024 a las 16:46, Ryan Swaine (<ryan.swaine@vandagraph.co.uk>) escribió:

Hi Sergio

I apologise for any confusion. The estimate I provided was based on the initial information you shared in your email. This estimate did not account for the battery lead or the importation fees that we incurred.

Please note that we cannot provide a firm quotation until we have fully evaluated the device.

Thank you for your understanding.

Best regards, Ryan

Ryan Swaine
General Manager
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On Thu, 29 Aug 2024 at 15:25, Club de Buceo BurbuSub <buceoburbujas@gmail.com> wrote:

Good afternoon,

At this point I will have to pay it but I don't see it as serious that they give me a quote and then raise the price, nothing serious... I will protest about it

Send me the link to pay and they will send it to me as soon as possible.

Regards

El jue, 29 ago 2024 a las 15:33, Ryan Swaine (<ryan.swaine@vandagraph.co.uk>) escribió:

Hi Sergio

You are quite correct, but there was a couple of additional costs, the main one being the duty of which I have added to the carriage cost:

Battery lead

Importation duty - there was a £12 charge for importation in order to receive your device

Best regards

Ryan

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General Manager
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On Wed, 28 Aug 2024 at 23:02, Club de Buceo BurbuSub <buceoburbujas@gmail.com> wrote:

Good night,

The quote they gave me was 89 pounds, not 95.

El mié, 28 ago 2024 a las 18:33, Ryan Swaine (<ryan.swaine@vandagraph.co.uk>) escribió:

Dear Sergio

I hope this email finds you well.

Please find a quotation for the repair of your device and the new sensor.

If you are happy to proceed I can send you a link where you can make a card payment.

I will await your reply.

Kind regards
Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
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On Fri, 9 Aug 2024 at 09:57, Ryan Swaine <ryan.swaine@vandagraph.co.uk> wrote:

Dear Sergio

I can confirm that it is now with our engineer, I will let you know when they have had the chance to evaluate it.

Best regards
Ryan

Ryan Swaine
General Manager
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On Thu, 8 Aug 2024 at 18:58, Club de Buceo BurbuSub <buceoburbujas@gmail.com> wrote:

Buenas tardes,

Veó que ya lo recibieron, cuando esté arreglado me informa por favor.

Gracias

El mié, 31 jul 2024 a las 11:27, Ryan Swaine (<ryan.swaine@vandagraph.co.uk>) escribió:

Hi Sergio

We have received a bill for import duties this morning, we will sort it and arrange delivery.

Best regards
Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
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On Tue, 30 Jul 2024 at 19:07, Club de Buceo BurbuSub <buceoburbujas@gmail.com> wrote:

Buenas tardes,

Ya ha llegado, la empresa de transporte me dice que está en el punto de recogida desde hace días.

Está todo bien?

Gracias

El mar, 16 jul 2024 a las 15:42, Ryan Swaine (<ryan.swaine@vandagraph.co.uk>) escribió:

Dear Sergio

It would definitely be cheaper than a new unit and we will guarantee the repair for you.

If you are happy to proceed, please post it to the following address:

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

Please add the following reference to the parcel:

Repair reference number: SRS68848

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 Tue, 16 Jul 2024 at 13:58, Club de Buceo BurbuSub <buceoburbujas@gmail.com> wrote:

ok, quiero repararlo, uno nuevo será mucho más caro verdad?

Mis datos:

Sergio Reyes Sáez
[Avenida del Sur 1B, 03183 Torrevieja \(Alicante\) ESPAÑA](#)
Tlf +34 644 30 21 03
mail: buceoburbujas@gmail.com

Un saludo

El mar, 16 jul 2024 a las 14:26, Ryan Swaine (<ryan.swaine@vandagraph.co.uk>) escribió:

Hi,

It seems you need the following:

- The power button needs to be replaced
- Internal calibration
- new oxygen sensor

For this repair we would need it back in the UK, would you be able to post it to us?

Estimate of costs

The cost for the new power button and calibration = GBP £25

R-17VAN O2 sensor = GBP £50

Postage = GBP £14

Total = £89.00

Please let me know if you would like to proceed, we will need your address and telephone number.

Kind regards

Ryan

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On Tue, 16 Jul 2024 at 12:57, Club de Buceo BurbuSub <buceoburbujas@gmail.com> wrote:

Envío vídeo.

Gracias

 oxímetro 2.jpg

 oxímetro 3.jpg

 oxímetro.mp4

El mar, 16 jul 2024 a las 12:07, Ryan Swaine (<ryan.swaine@vandagraph.co.uk>) escribió:

Hi

I am sorry to hear you are having issues with your VN202.
Please can you let me know what the problem is? Please can you also give me the serial number of the device (inside the battery compartment) and the serial number on the sensor?

I look forward to hearing from you.

Kind regards
Ryan

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